

Oklahoma

9-1-1

Management  
Authority

JAN. 5, 2023 at 1:30 PM

OK CAPITOL, ROOM 230



OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY  
Regular Meeting Agenda  
Thursday, January 5, 2023, at 1:30 PM

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Oklahoma Capitol Building  
Room 230  
2300 N. Lincoln Blvd.  
Oklahoma City, OK 73105

1. Call to order
2. Roll call
3. Welcome to guests in attendance new members, Ashley Woodall, Christina Brown, and Joshua Swenson.
4. Welcome Ms. Gwen Goodner, the Online Training Coordinator.
5. Possible discussion, revision, and vote to approve minutes of the November 3, 2022, Authority meeting.
6. Possible discussion, revision, and vote to approve the financial reports for the months of August, September, October, and November 2022
7. Possible discussion, revision, and vote to approve the Strategic Plan for Next Generation 9-1-1.
8. Possible discussion, revision, and vote to approve the language for the Next Generation 9-1-1 Funding bill, to be introduced in the 2023 Legislative Session by Rep. Grego.
9. Possible discussion, revision, and vote to approve the language for the Collapse of the Landline 9-1-1 Fee Revenue bill, to be introduced in the 2023 Legislative Session by Rep. Sims.
10. Possible discussion, revision, and vote to approve the bill language for the Consolidation of the Oklahoma Emergency Telephone Act into the Oklahoma 9-1-1 Management Authority Act, to be introduced in the 2023 Legislative Session by Rep. Cantrell.
11. Possible discussion and vote to authorize the Authority staff, in consultation with legal counsel, to take action against PSAPs that have not completed the annual report (otherwise known as the "Registration Forms"), required by 63 O.S., § 2864(4)(c) and Oklahoma Administrative Code 145:15-7-2. If authorized, such action may include, among other things, providing written notice to non-compliant PSAPs that the Authority may direct the Oklahoma Tax Commission to escrow funds at a future public meeting. PSAPs will be allowed to present information sufficient to show compliance with their reporting obligations before the Authority takes any vote concerning the escrowing of funds at said future public meeting.

PSAP	PSAP	PSAP	PSAP
City of Blanchard	City of Henryetta	Noble Police Department	Stephens County
Cimarron County	LeFlore County	Pawnee Fire Department	Stigler/Haskell County
Cleveland County	Marshall County Sheriff's Office	City of Perry/Noble County	Tillman County
City of Clinton	Mcintosh County	Roger Mills County	Wagoner Police Department
Duncan Police Department	City of Mustang	Seminole County	Wagoner County
Greer County	City of Newcastle	Skiatook Police Department	

12. Possible discussion, revision, and vote to approve the 2021 Grant Guideline changes.

13. Discussion and possible action to approve the following grant requests:

APPLICANT NAME	GRANT TYPE	APPLICATION TITLE	REQUEST AMOUNT	COMMITTEE RECOMMENDS
Ponca City	GIS	Ponca City GIS Project	\$54,710.00	Fund
TOTAL REQUEST AMOUNT				\$54,710.00

14. Committee Reports:

- a. Administration Committee
  - I. Ad-Hoc Website Committee
- b. Technical Committee
  - I. Strategic Plan for NG9-1-1
  - II. Broadband presentation to the Oklahoma Broadband Expansion Council
  - III. Statewide GIS Training for NG9-1-1
  - IV. State repository update
- c. Operations Committee
  - I. 988/9-1-1 partnership
- d. Legislative Committee
  - I. No updates

15. 9-1-1 Authority Staff Reports (discussion only)

- a. 9-1-1 Grants Officer
  - I. Funding Sustainability Grant update
- b. 9-1-1 Programs Officer
  - I. Open Meeting Act training
  - II. Permanent Rules
  - III. Pop Model process and timeline
  - IV. Person of the Quarter Nominations

- c. Training Officer
    - I. Online training through Moetivations (sic)
16. State 9-1-1 Coordinator Report to the Board (discussion only)
- a. The Office is currently working on:
    - I. Full-time 9-1-1 Technology Coordinator, application review in January.
    - II. Statewide 9-1-1 Coordinator Workshop tentative July 2023
  - b. Update on Local PSAP Meetings (#WhereIsThe911Guy)
    - I. City of Shawnee
    - II. Cimarron County
    - III. Delaware County
  - c. Upcoming Events
    - I. Regional Meetings 1/4 - Broken Arrow, OK - January 12, 2023
    - II. Regional Meetings 2/4 - Coalgate, OK - January 19, 2023
    - III. Norman EOCC groundbreaking - January 19, 2023
    - IV. Regional GIS Training class II January 24th and 25th at INCOG in Tulsa
    - V. Regional GIS Training class II January 26th at DPS in Oklahoma City
    - VI. Regional Meetings 3/4 - Altus, OK - February 6, 2023
    - VII. Regional Meetings 4/4 - Woodward, OK - February 16, 2023
    - VIII. 9-1-1 Goes to Washington - February 25 - March 2, 2023
17. Chairman's Comments (discussion only)
18. New Business not known about of which could not have been reasonably foreseen prior to the time of the posting of this agenda, per 25 O.S., § 311(A)(10).
19. Public Comments. The Oklahoma 9-1-1 Management Authority allows members of the public to comment on items of business before it that have been properly noticed in the posted agenda. Each speaker is limited to five (5) minutes. Cumulatively, public comment shall not exceed thirty (30) minutes. Anyone wishing to speak may sign-up in advance of the meeting.
20. Adjournment.

NOTE: The Authority may, at its discretion, discuss, vote to approve, vote to disapprove, vote to table, change the sequence of any agenda item, or choose not to take up any item on the agenda.

Ms. Goodner will be managing and overseeing the operations of the recently deployed online training platform, as well as working alongside the Operations Committee to assist in raising the level of 9-1-1 service and training across the state.



Ms. Goodner brings 13 years of experience as a 9-1-1 Communications Professional. Ms. Goodner holds multiple professional training certificates including an APCO Training Professional. Like most of those we serve, Gwen wore many hats, excelling in each role.

During her time at a Collinsville 9-1-1 Center, she worked her way from a front-line First, First Responder to Center Manager; not only overseeing the 9-1-1 center operations and developing a training program but also spending time as the Jail Administrator and a records clerk for the police department. Gwen also brings experience from the private sector, as a supervisor who oversaw staff and developed a training curriculum.

We are thrilled to have her on the team!

Gwen Goodner  
Online Training Officer  
Oklahoma 9-1-1 Management Authority  
[gwen.goodner@oem.ok.gov](mailto:gwen.goodner@oem.ok.gov)  
405-882-2547

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY  
Regular Meeting Minutes  
Thursday, January 5, 2023, at 1:30 PM

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1. The meeting was called to order at 1:30 PM on Thursday, January 5, 2023.
2. The following members were present at the time the roll was called; a quorum was met with sixteen in attendance.

Ashley Woodall	Justin Carnagey
Brent Hawkinson	Mary Harris
Brent Trease	Matt Stillwell
Christina Brown	Randy Mowdy
Clay Sander	Rob Stolz
Darry Stacy	Roy Tucker
Darryl Maggard	Shaun Barnett
Greg Fisher	Vicki Atchley
Josh Swenson	

3. Welcome to guests in attendance new members. Ashley Woodall. Christina Brown. and Joshua Swenson.

Mr. Stacy welcomed the new Board members, Mr. Joshua Swenson and Ms. Christina Brown; and the new Authority staff, the Online Training Coordinator, Ms. Gwen Goodner.

Ms. Goodner was asked to introduce herself and share a little of her background.

Ms. Goodner provided the Authority with her background in the private sector for Dish Network and spent six years doing new hire training, continuing training, and online training. Ms. Goodner explained that when she moved to 9-1-1, she was surprised by the small amount of training received. Ms. Goodner stated she is looking forward to the opportunity to create a curriculum to streamline people coming into the 9-1-1. During the time spent at Collinsville Police Department as a Dispatcher, then as the Director- which was time was spent training the new hires.

Ms. Goodner shared how excited and thankful she is for this opportunity and stated her contact information is within the meeting packet.

4. Possible discussion. revision. and vote to approve the minutes of November 3, 2022. Authority meeting.

Mr. Stacy explained the minutes were provided in the packet and allowed for a few moments to be reviewed.

Mr. Stacy called for questions.

Hearing none, a motion to approve the minutes from the November 5, 2022 meeting was called by Mr. Hawkinson, a second by Mr. Stillwell; the motion was approved with sixteen ayes and zero nays.

5. Possible discussion, revision, and vote to approve the financial reports for the months of August, September, October, and November 2022.

Mr. Stacy introduced the action item and yielded to Mr. Terry.

Mr. Terry explained the provided financial report to the Authority. Noting the total costs of revenues provided in the report.

Mr. Terry called for questions on the report.

No questions.

Mr. Terry commented on the decline of the expenditures since our grant programs closed out. Grants continued to be received- but Mr. Terry asked for grants to be applied for. The Authority wants to spend money; stating we're not in the business of saving money. We're in the business of improving 9-1-1 across the state.

Mr. Stacy called for questions.

Hearing none, a motion to approve the financial report for the months of August, September, October, and November 2022 was made by Ms. Harris; a second was made by Mr. Hawkinson. The motion passed with sixteen ayes and zero nays.

6. Possible discussion, revision, and vote to approve the Strategic Plan for Next Generation 9-1-1.  
Mr. Stacy introduced the action item and yielded at Mr. Terry.

Mr. Terry noted the Strategic Plan was included in the meeting packet and had been reviewed and commented on by the Technical Committee.

Mr. Terry yielded to Ms. Harris.

Ms. Harris informed the Board the Committee met many times over the last six to eight months, to review this document, and felt this will work best for Oklahoma PSAPs. Ms. Harris stated the document is very inclusive.

Mr. David Jones, with Mission Critical Partners, commented on the Strategic Plan document, stating the process to develop the plan was a very intensive process; feedback was solicited, it was provided, and it was accountable for showing the evolution of Mission Critical Partners.

The work progress is showing through working with Ms. Harris and the Committee.

Mr. Jones offered to answer questions.

Mr. Stillwell commented on being impressed with the professionalism of Mission Critical Partners, their completeness, and how comprehensive this report is. Mr. Stillwell appreciates all the efforts that Mr. Jones and his firm put into this document, the corrections, and their leadership.



Mr. Stacy stated his appreciation to Ms. Harris, the Technical Committee, and Mission Critical for their hard work on the plan.

Mr. Stacy called for questions.

Hearing none, a motion to approve the Strategic Plan was made by Mr. Barnett, a second by Mr. Mowdy; the motion passed with fifteen ayes, zero nays. Mr. Trease abstained.

7. Possible discussion, revision, and vote to approve the language for the Next Generation 9-1-1 Funding bill, to be introduced in the 2023 Legislative Session by Rep. Grego.

Mr. Stacy introduced the action item.

Mr. Stacy yielded to Mr. Terry.

Mr. Terry reminded the Authority in the November meeting, it was approved to move forward with up to four bills related to 9-1-1. The Legislative Committee met multiple times and determined three bills should be moved forward. The first bill has been submitted to Representative Grego's office to be assigned a bill number and moved through leadership to determine if it will be supported and moved to the committee.

Mr. Terry explained the first bill is a Next Generation 9-1-1 bill, he noted a copy of the language is in the meeting packet. Mr. Terry reviewed key points. The first section discusses the governance structure which the Authority asked to be reviewed; begins with Title 63, Section 2863, containing the governance structure making up this body. Section 22 begins with the first initial change requested by Representative Grego, the governance structure.

Mr. Terry explained multiple discussions regarding the potential conflict of interest and how it relates to moving NG9-1-1 forward with vendors being voting members of this body. Mr. Terry stated there is a need for vendors as part of the discussion, and actively involved with this body; however, eventually, an NG9-1-1 contract with this bill or in the future there will certainly be a conflict of interest.

Mr. Terry stated the bill proposes to move the six members representing the various telco industries into non-voting members. Section 2863 item C, the new language is written as "There shall be five (5) non-voting 9-1-1 industry members. Nonvoting members are not required for a quorum. Nonvoting members shall not be included in executive sessions."

Mr. Terry stated he appreciated Mr. Swenson for bringing this up in the Executive Session.

Mr. Terry continued reviewing, explaining the language is the same relating to the six positions held by those representing the telco industry being removed and moved from a voting seat to a nonvoting seat.

Continuing, Mr. Terry noted Section 2863 item E was stricken from the bill- this was put in place for the first Authority meeting.

Continuing, the reimbursement for actual expenses for members who travel to the meetings has been discussed multiple times, and the language has been added under item G to help pay for the travel of members to attend these meetings.

Mr. Terry stated these are the changes to Section 2863 and called for questions.

Hearing none, Mr. Terry moved to the next change, which is the fee structure, Section 2864 item number five, which establishes a list of governing bodies entitled to receive 9-1-1 fees at the local level, and how said fees are distributed. Currently, fees are distributed by population, this requests a fee increase in Section 2865. To work through this the Committee created a spreadsheet showcasing each primary 9-1-1 center across the state, looking at the amount reported for revenue and expenditures from the annual report (the Registration Forms) from FY2017 through FY22 then calculated through four different distribution criteria: a flat fee, landmass, population, and call volume.

The Legislative Committee reviewed the four criteria and determined three of the four can be used for distribution; a flat fee, landmass, and population. Mr. Terry stated this action will ensure equitability across the entire state and reaffirm and place action on the Authority's primary function of raising the level of technical ability across the state of Oklahoma in order to answer 9-1-1 effectively.

Mr. Terry directed the Board to Section 2864 item five, which explains the flat fee rate of \$3,000 per month, the remaining balance of ten percent is landmass, and ninety percent will be population.

The Oklahoma Tax Commission will create an algorithm to distribute these funds accordingly. Each month \$3,000 of all fees collected will be disbursed to each PSAP, and the remaining collections will be ten percent of the landmass determined each year by the Oklahoma 9-1-1 Management Authority; the population will be determined by this body every year and will come from the remaining ninety percent of fees collected.

Mr. Terry stated this has been reviewed and looked at multiple ways and the totals across the board, with the goal the Committee has is to ensure that each 9-1-1 center has \$100,000 or more in total revenue. Mr. Terry stated he felt this brings the revenue very close to that goal and those that fall under \$100,000 are small centers within a county with multiple 9-1-1 centers.

Mr. Terry called for questions.

Ms. Harris asked about the formula used.

Mr. Terry explained the formula is net after the Tax Commission receives the money and distributes the fees; which is written further down in the statute, and after the Oklahoma 9-1-1 Management Authority receives their portion for NG9-1-1 implementation and the continuation of the services provided.

It was asked if this would replace the Funding Sustainability Grant.

Mr. Terry stated it would, explaining the Funding Sustainability Grant was created to bring the total revenue up of those PSAPs that were lacking in funding. The new fee structure would replace the need for the grant.

In meetings with Cimarron County last month, Mr. Terry stated the County is not comfortable basing its financial decision to implement E9-1-1 (Phase II) in Cimarron County on a grant program that may change. The new structure is the beginning of providing equitable funding to those areas.

Mr. Terry called for questions.

Hearing none, Mr. Terry continued to Section 2865, which increases the fee from \$0.75 to \$1.25; which is a substantial amount of increase. However, to fund NG9-1-1, as mentioned earlier, for next year the cost estimates show an increase of about \$8 million a year. The increase is needed for two reasons: the first, is to recover from the loss of landline revenue from the rural areas; and two, to pay for NG9-1-1.

Mr. Terry directed the Board to Section 2865 item two, which explains the increase going to \$1.25 monthly for each service with the ability to dial 9-1-1 for emergency calls, including landline.

The bill authored by Representative Grego for NG9-1-1 is a single fee structure for all devices capable of calling 9-1-1 is set at \$1.25. In essence, eliminates the current three percent to fifteen percent that is assessed at the local level and received at the local level. All funding would still be delivered to the Tax Commission and be distributed to the PSAP based upon the previous algorithm, the \$3,000/10%/90%.

Mr. Terry directed the Board to Section 2865, item C which has been struck, removing the language "this does not include landline." Which means this does include landline. The difference between this bill and the next bill authored by Representative Sims is a single-fee structure versus a two-fee structure.

Mr. Terry noted item E, which states the revolving fund are funds going back into the Management Authority revolving fund to be used to deploy NG9-1-1 Services. Currently, the Authority is not involved as much in call routing/call handling, which this line allows for the Authority to do so.

Mr. Terry directed the Authority to Section 2866, regarding the fee collected by the Tax Commission for their work in collecting and disturbing the fees. Currently, they collect one percent but after reviewing and assessment recommend lowering that to eight-tenths of a percent. This increase will allow the Tax Commission an earning of around \$500,000 per year; currently, at one percent, they bring in around \$300,000 per year. This fee covers the cost of their office collecting, setting up, and handling disputes and/or errors in funds coming in from vendors. This increase will continue to cover those costs, as well as the new algorithm and action alongside the new actions performed.

Mr. Terry continued to Section 2867, item B, pre-paid providers currently retain three percent, this will be removed and they will no longer retain that fee. The Tax Commission will retain eight-tenths of a percent for what is considered cost recovery, which is billing purposes, and it's going away. Cost recovery occurs when the provider sends in fees to the Tax Commission and retains a percentage to cover the cost of their billing, but with the landline going away, this fee for cost recovery is not needed, and the recommendation is to remove this cost and language.

Mr. Terry continued to Section 2871, D, which is an addition to limit new PSAPs established in the state after July 1, 2024, unless resulting from a consolidation with an existing PSAP or replacement of an existing PSAP. This has been discussed with Committees in attempts to push voluntary consolidation throughout the state, to get accurate costs to deploy NG9-1-1 and, there needs to be mandated consolation.

Section 2872, holds mandatory training; PSAPs will be getting an increase in revenue and in order to achieve the overall goal of better services in the state, training has to be a priority. This training will include a minimum of a forty-hour training program, which the Authority will approve from a pool of already approved classes, i.e from APCO, NENA, or other approved organizations that provide the classes and/or local centers that have a forty-hour class could potentially be included in this class. The

other option is the forty-hour class held online through the online training platform, which would be approved by the Authority.

Mr. Terry continued and directed the members to Section 2803, where within the Emergency Telephone Act the language "if technologically compatible" is removed due to NG9-1-1 being a standardized system that is not dependent on compatibility.

Mr. Terry prefaced the next few pages as the removal of language regarding governance structures at the local level beginning with Section 2814, items A through 2815 item 22 which provides direction for local fee collection, returns, and audits.

The language was added to Section 2846, "If the State or an area of the State is utilizing Next Generation 9-1-1 system that uses the NENA i3 standard for call delivery then the service company shall provide the required data elements required by said standard." Mr. Terry commented this goes back to no longer needing technological compatibility with NG9-1-1.

Mr. Stacy commented, that this language was being requested to move forward and allow the legislature to determine which direction the bill goes.

Mr. Stacy called for questions on HB 1590.

Mr. Stillwell commented he did not read any language regarding training in the bill, that calls for adherence to a standard and would like to have language support that with direction on how to maneuver through the changes that are inevitable in training. In addition, he also called for additional direction on the criteria to be followed.

Mr. Terry responded, saying the reason the language is formatted in the manner discussed is to call out that the training will be mandatory with further direction in the Rules. The state statute is the high level, and the Rules are the opportunity for a deeper explanation and vetting process.

Mr. Stillwell pointed to the language in the new section of law Section 2872, which states training is required to be reviewed every year; Mr. Stillwell stated this may be a good section to add a short statement to review the relevancy of training to keep those providing training accountable for up to date training processes.

Mr. Stacy stated that a recommendation would be made to Rep. Grego to add to the bill.

Mr. Stillwell thanked Mr. Stacy and stated he wanted his recommendation to be on record.

Mr. Stacy called for further questions.

Mr. Trease asked what distributions would look like in three to five years.

Mr. Terry explained a specific number is difficult to provide due to the loss of landline revenue, but it has been reviewed in many different ways. There will be a continual loss of revenue as landline declines, but the bills discussed in the meeting do address that, but there will be loss as landline subscribers decline. However, there will be money to take the state through the next five years and 9-1-1 centers will receive an increase in revenue despite the decrease in landline revenue.

This bill is mitigating the loss in revenue. The metro areas were assessed at three percent which is about \$0.40; the rural areas were assessed at fifteen percent, which is about \$1.65-\$1.70. This flattens out at around \$0.99 depending on how aggressively the numbers are run. This allows the rural areas when shutting off their landline and going from \$1.70 to zero, they will instead go from \$1.70 with the loss carried by the rest of the state providing less of an impact on the rural PSAP.

Mr. Terry added the task of getting these calculations were difficult and that future calculation would be less challenging with a one-fee structure. The Authority has estimated around 869,000 landlines, and it may be even less than that as the landline subscribers shut off their lines.

Mr. Barnett commented as the state moves into NG9-1-1 the expenses to PSAPs will have a reduction in costs because they will no longer need to pay for trunks and other connectivity- the state will be covering those costs. The revenue may decrease initially, but the revenue will increase and NG9-1-1 will cause costs will also decrease.

Ms. Harris commented the decrease in landlines at \$1.75 will affect different areas of the state differently. The formula based on landmass is difficult but should bring in more revenue for rural areas as these areas have more landmass.

Mr. Stacy called for further questions

Hearing none, a motion to approve the language as presented to Rep. Grego for the drafting of a bill for the legislature was made by Mr. Barnett; a second by Mr. Stillwell. The motion passes with sixteen ayes and zero nays.

8. Possible discussion, revision, and vote to approve the language for the Collapse of the Landline 9-1-1 Fee Revenue bill, to be introduced in the 2023 Legislative Session by Rep. Sims.

Mr. Stacy yielded to Mr. Terry

Mr. Terry stated he would be skipping over the duplicated language from HB 1590 and would note the duplication but not explain the entire bill.

Mr. Terry stated the governance structure and the reimbursement for the travel of Authority members to the meetings is the same.

The Disbursement model is the same as discussed in HB 1590; \$3000 flat fee, with ten percent based on the landmass and ninety percent based on population.

The establishment of contracts is the same.

The difference begins in Section 2865, number two which excludes landlines.

These bills are being sent to the legislature to determine which bill is best in the political environment today. A single fee structure as was just discussed and will go to Rep. Grego; or landlines remain the same at fifteen percent and raise the wireless, voice over internet protocol (VoIP), and wireless to \$1.75.

Mr. Terry pointed toward item C, which was stricken from the previous bill language, and remains in this language.

Mr. Terry emphasized that every other part remains the same.

Mr. Terry explained the work that went into this to determine what those with interests in both these bills will have to say- lobbyists, telcos, local rural telephone companies, etc. There is weight with both bills, both in keeping the structure the same and for changes.

Mr. Terry continued explaining how both these bills will provide \$0.25 towards providing NG9-1-1 and core services; both allow state-level contracts for call delivery, and mandatory training, the same governance structure changes, and both bills provide an increase.

Mr. Terry reviewed the thirteen counties receiving the Funding Sustainability Grant funding, twelve of the thirteen receive more funding with two fee structures; however, rural Oklahoma has more landline telephones. Therefore, more decline will be seen with the removal of landline telephone fees coming directly to the PSAP. Eventually, the fee decrease will balance out with the switch to VoIP.

When looking at the PSAPs representing 10,000 to 50,000 in population the amount was very close to being fifty-fifty in regards to the amounts the increase would bring from the two fee structure.

Populations over 50,000- one received more money with the one fee structure.

Mr. Terry reiterated the landline fees will decrease with the transition to VoIP; from \$1.70 to around \$0.40. The impact will be mitigated across the state as the switch to VoIP continues across the state.

Mr. Stacy stated the one thing everyone agrees on is something must be done to mitigate loss as landlines are replaced with VoIP. The goal is to move one of the two bills forward to the legislature and allow the authors to determine which bill would be more successful to continue through the legislative session.

Mr. Stacy called for questions.

Ms. Harris stated her support for the two-fee structure, to allow for revenue to decrease gradually and allow for time to make adjustments to the budget and process changes. Ms. Harris also stated her concern with the numbers, due to the unknowns about the total of landlines currently in use, which might cause the projections to be skewed.

Mr. Stacy called for questions.

Hearing none, a motion to approve the language as presented to Rep. Sims for the drafting of the bill for the legislature was made by Mr. Barnett; a second by Mr. Stillwell. The motion passes with sixteen ayes and zero nays.

9. Possible discussion, revision, and vote to approve the bill language for the Consolidation of the Oklahoma Emergency Telephone Act into the Oklahoma 9-1-1 Management Authority Act. to be introduced in the 2023 Legislative Session by Rep. Cantrell.

Mr. Stacy introduced the action item and thanked Rep. Cantrell for attending the meeting.

Mr. Stacy yielded to Mr. Terry.

Mr. Terry explained to the Authority, the language for this bill was not ready at the time of the meeting. Work has begun and is continuing with the House staff to draft the language. The goal of this bill is to combine the four 9-1-1 Acts into one 9-1-1 Management Authority Act. Mr. Terry stated the structure of this bill may be more difficult than first expected, but the goal reminds to bring the language together and have a defined definition set that is consistent.

Mr. Terry explained the Executive Committee has discussed how this bill could possibly affect the two bills discussed previously in the meeting; however, if this bill is the only successful bill this session, combining and streamlining the Acts are beneficial.

Mr. Terry stated the recommendation from staff is to table this item until the March meeting. Time will be short to make changes, but it will be brought back to the Authority. Mr. Terry requested any changes to be first drafted within a members agency, to help move the bill along when the Authority returns in March.

Mr. Stacy thanked Rep. Cantrell for his willingness to author and carry this bill.

Mr. Stacy called for further questions.

Hearing none, a motion to approve tabling this item until the March 2023 meeting was made by Ms. Atchley; a second by Mr. Barnett. The motion passed with sixteen ayes and zero nays.

10. Possible discussion and vote to authorize the Authority staff, in consultation with legal counsel, to take action against PSAPs that have not completed the annual report (otherwise known as the "Registration Forms"), required by 63 O.S., § 2864(4)(c) and Oklahoma Administrative Code 145:15-7-2. If authorized, such action may include, among other things, providing written notice to noncompliant SAPs that the Authority may direct the Oklahoma Tax Commission to escrow funds at a future public meeting. PSAPs will be allowed to present information sufficient to show compliance with their reporting obligations before the Authority takes any vote concerning the escrowing of funds at said future public meeting.

PSAP	PSAP	PSAP	PSAP
City of Blanchard	City of Henryetta	Noble Police Department	Steohens County
Cimarron County	LeFlore County	Pawnee Fire Department	Stigler/Haskell County
Cleveland County	Marshall County Sheriff's Office	City of Perry /Noble County	Tillman County
City of Clinton	McIntosh County	Roger Mills County	Wagoner Police Department
Duncan Police Department	City of Mustang	Seminole County	Wagoner County
Greer County	City of Newcastle	Skiatook Police Department	

Mr. Stacy yielded to Mr. Terry.

Mr. Terry explained the below PSAPs, have not completed and submitted their Registration Forms. However, there are PSAPs listed that have come into compliance by submitting their Forms since the agenda was distributed.

Mr. Terry listed the PSAPs that have completed the Registration Forms and have come into compliance.

- a. Duncan Police Department

- b. McIntosh County
- c. City of Mustang
- d. Roger Mills County
- e. Seminole County
- f. Stephens County
- g. Wagoner County

Mr. Terry listed the PSAPs that have not submitted their Registration Forms and are considered non-compliant.

- a. City of Blanchard
- b. Cimarron County
- c. Cleveland County
- d. Greer County
- e. City of Henrietta
- f. LeFlore County
- g. Marshall County Sheriff's Office
- h. City of Newcastle
- i. Noble Police Department
- j. Pawnee Fire Department
- k. City of Perry/Noble County
- l. Skiatook Police Department
- m. Stigler/Haskell County
- n. Tillman County
- o. Wagoner Police department

Mr. Terry referenced the provided contact and compliance spreadsheet showing the contact with each of the listed PSAPs regarding their status on the Registration Form submission. Explaining Ms. Root has worked with PSAPs to assist with and walk them through the process of the Forms and answer questions.

The request from staff is to move forward with notifying the listed PSAPs of being put on notice with the Authority that their funds could be escrowed if compliance is not met prior to the March meeting.

Mr. Stacy called for further questions.

Hearing none, a motion to approve moving forward with notifying the listed PSAPs of possible escrow if compliance is not met was made by Ms. Atchley; a second by Mr. Tucker. The motion passed with fifteen ayes and zero nays. Ms. Harris abstained.

11. Possible discussion. revision. and vote to approve the 2021 Grant Guideline changes.  
Mr. Stacy yielded to Ms. Douglas.

Ms. Douglas reviewed the Grant Guidelines for the 2021 State Grant Program, informing the Authority this is an action done yearly to ensure the guidelines are up-to-date and relevant to the grant. Ms. Douglas stated four changes are being requested.

The first is to add language to the guidelines allowing "PSAPs to partner with an eligible governing body as defined within these guidelines and may also be approved for a grant for GIS remediation services, hardware, software, and maintenance."



Mr. Terry stated as the grant for GIS is worded now, the PSAP is only eligible for a GIS grant if they are a primary PSAP. However, it has been determined that there are PSAPs that may be missing out because they are not able to present a grant as a local partnership or governing body. Mr. Terry used Harper County and Woods County as an example; if Harper County wanted to work with Woods County for GIS, but was not eligible for the grant. The substate planning districts or COGS are another examples.

Ms. Douglas stated if the language under Period of Performance stays the same as it reads now, the grant would end on June 30, 2023. The added language extends the period of performance for one year to allow for PSAPs who have had grants approved to complete the work requested.

Ms. Douglas explained change three is under Application Submission, adding GIS Remediation Provider, "All GIS applications must include a signed commitment from the GIS remediation provider" to comply with all technical requirements of state contract SW1177.

The last change, the fourth change is adding language to the Consolidation Grant Requirement, that now requests the "Applicant must provide the information listed in the Phase II Master Plan for Deployment checklist."

Mr. Terry added the checklist is to assist the PSAP with the consolidation process to help fill the gaps and missing information when submitting an application for the grant. The list was born from the five red counties that were not deploying Phase II. The Grant Review committee is working on this list to

APPLICANT NAME	GRANT TYPE	APPLICATION NAME	REQUEST AMOUNT	COMMITTEE RECOMENDATION
Ponca City	GIS	Ponca City GIS Progrject	\$ 54,710.00	Fund
TOTAL REQUEST AMOUNT			\$	54,710.00

ensure adequate information and steps are provided to assist those seeking consolidation.

Mr. Maggard stated the request for the consolidation list to assist and provide guidelines to those seeking consolidation.

Mr. Stacy called for questions.

Hearing none, a motion was made to approve the four changes to the State Grant Guidelines as written; a second by Mr. Stolz. The motion passed with sixteen ayes and zero nays.

12. Discussion and possible action to approve the following grant requests:

Mr. Stacy yielded to Mr. Tucker.

Mr. Tucker introduced the grant request from the City of Ponca City for GIS, in order to create and update GIS data located within the area of service for the Ponca City 9-1-1 PSAP area and to ensure the data entered is compliant with the State of Oklahoma. The recommendation is to fund.

The request is for \$54,710.00, from state funds. No match is required.

Mr. Stacy called for questions.

*Hearing none, a motion was made to approve the grant request from the City of Ponca City for a GIS data update by Mr. Tucker; a second by Mr. Hawkinson. The motion passed with fourteen ayes and zero nays.*

### 13. Committee Reports

**The Administration Committee report was provided by Mr. Maggard**, he stated discussion has been happening for some time regarding the access and ease of the website. The State updated most agencies' websites within the last two years. The Authority would like to update its website to allow for better vision on devices and ease of user use. Mr. Maggard stated he will provide a slate of names at the next meeting to add to this committee who will review current options through OMES and outside options that would best fit the Authority and the needs therein.

**The Technical Committee report was provided by Ms. Harris**, she stated the Strategic Plan was discussed earlier in the meeting. Therefore, she continued sharing the presentation to the Oklahoma Broadband Expansion Council by Mr. Terry and herself. Ms. Harris stated she felt the information was well received and appreciated the Council for allowing both Mr. Terry and herself to speak.

Ms. Harris informed the Board the GIS training for NG9-1-1 was going well. The classes began in October and continue through November, with classes starting again the last week in January. The committee has had a couple of meetings along with Ms. Shellie Willoughby, with OGI to determine the next round of classes in 2023; which will include the GIS Toolkit, Addressing Workshop, and an introduction to GIS class. Ms. Harris stated she was pleased with how the classes are going and was looking forward to the classes this year.

Ms. Harris explained the Committee is continuing to work on the policies regarding the State Repository.

**The Operations Committee report was provided by Ms. Atchley**, she stated the 988 Coalition of Oklahoma has been meeting weekly to discuss and work through policies and actions for 988/9-1-1. Ms. Atchley and Mr. Terry will be in attendance next week to review and provide insight into policies they have been reviewing for overall actions from recommendations from Solari. Ms. Atchley stated the challenges of trying to provide policy among different agencies; such as trusts, police departments, and fire departments. These agencies are going to have their actions and policies. Depending on the type of agency the PSAP is.

**The Legislative Committee report was provided by Mr. Barnett**, who was thanked by Mr. Stacy for his willingness to fill the seat of Legislative Committee Chair.

Mr. Barnett thanked Mr. Stacy for the opportunity to Chair this committee, and for the opportunity to have good conversations and healthy debates about the legislation.

### 14. 9-1-1 Authority Staff Reports (discussion only)

**The 9-1-1 Grants Officer report was provided by Ms. Douglas**, she explained that before the meeting the 2021 Funding Sustainability Grant completed closeout. The 2021 Funding Sustainability Grant, is an invitation-only grant that provided additional income to PSAPs that were bringing in less than sixty-thousand dollars in 9-1-1 funding. Nine PSAPs were able to partake in this grant, with \$175,919.22 awarded. The 2022 Funding Sustainability Grant is open and the Authority office will be reaching out to the eligible PSAPs in the coming weeks.

**9-1-1 Programs Officer report was provided by Ms. Root**, who attended the "Open Meeting, Open Records Act Symposium" provided by the Oklahoma Press Association, which Ms. Maule informed the Authority office, and Mr. Thomas Schneider of the OAG's office presented the information. This training was very informative and Ms. Root stated she brought more questions back to the office to better serve the Authority and Oklahoma.

Ms. Root reminded and explained the Population Model will be released in the next couple of days, with maps and letters mailed and emailed to the main contact for the PSAP. This request is to verify the call boundary for the Tax Commission to determine the correct amount of 9-1-1 fees distributed to the PSAP.

Ms. Root reminded those in attendance that the deadline for submission to the Authority is March 24th; if there are issues with the call boundary or questions, submit those early so there is time to review the boundary of your PSAP but those of the PSAPs next to yours.

Ms. Root reminded the Authority of the ability to submit a nomination for a co-worker, fellow Dispatchers, Technologist, IT, GIS person, etc. for a good deed well noticed. The packet flyer was referenced and noted the website link to submit a nomination.

Mr. Terry added the actions taken to complete the permanent rules. The temporary rules that were approved in 2022, and the actions to complete those rules, which allow for an open period of comment are due to Mr. Terry's office, either through phone or email by January 31st at 4:30 pm. The packet contains the eligible list for 9-1-1 fees, as well as the website- [www.ok.gov/911](http://www.ok.gov/911). which is what is being considered for permanent rules.

**The Training Officer report was given by Ms. Goodner**, she provided a brief introduction with some of her background; stating her passion for training and education in the 9-1-1 Center. Ms. Goodner shared some of her next actions of getting to know the online training platform and what is available to determine the next steps.

15. State 9-1-1 Coordinator Report to the Authority (discussion only)

Mr. Terry reported the Authority office is currently working with Ms. Harris on developing a panel for interviews and evaluating candidates. Mr. Terry commented on the team he works with, their talent, and what they bring to the Authority and the state; how he is looking forward to bringing in a new team member.

Mr. Terry explained the Authority is working on the Statewide 9-1-1 Coordinator Workshop that will be held tentatively in July 2023- this is different than the Regional Workshops beginning the week following the meeting.

Mr. Terry has been making visits locally, to the City of Shawnee to assist with some GIS questions and actions.

Mr. Terry met with Cimarron County and Beaver County, and the City of Guymon, along with Mr. Carangey to discuss GIS and plans for Phase II deployment.

Mr. Terry met with Delaware County the day before the meeting to discuss consolidation and the possibility of changing the borders, who answers what 9-1-1 calls between Delaware, Craig, and

Ottawa Counties? Mr. Terry thanked Commissioner Pointdexter for his leadership and work to bring the group together.

The next couple of months will be very busy, the Authority has upcoming events planned through February. Mr. Terry explained the Authority has scheduled Regional Meetings along with 988 and Homeland Security to discuss Grants, COOP planning, Registration Forms, and upcoming training. The first Regional Meeting is in Broken Arrow, OK on January 12, 2023, and is full. However, Mr. Terry explained there are four other meetings in Coalgate, Altus, and Woodward- the link was noted in the packet.

The City of Norman EOCC groundbreaking, center looks like it's going to be awesome. The budget is around \$15- \$16 million, quite a facility, and looking forward to great things happening in Norman.

Mr. Terry restated the GIS classing happening on January 24th and 26th.

Mr. Terry reminded the Authority he will be traveling to Washington DC for 9-1-1 Goes to Washington, rooms are booked and flights will be so next week. Mr. Terry stated this is an opportunity to rally support at the federal level for 9-1-1 support in Oklahoma.

Mr. Terry thanked the Authority, sharing appreciation for allowing him to do this job.

16. Chairman's Comments (discussion only)

Mr. Stacy noted all the work going on behind the scenes, and in committees- thanking all involved. Mr. Stacy thanked Mr. Tucker, who resigned from the Authority and wished him good luck in his new role as a judge.

17. New Business. New business not known about or which could not have been reasonably foreseen before the time of the posting of this agenda, per 25 O.S., § 311(A)(10).

Mr. Stacy called for new business.

Hearing none.

18. Public Comments. The Oklahoma 9-1-1 Management Authority allows members of the public to comment on items of business before it that have been properly noticed in the posted agenda. Each speaker is limited to five (5) minutes. Cumulatively, public comment shall not exceed thirty (30) minutes. Anyone wishing to speak may sign-up in advance of the meeting.

Mr. Stacy called for anyone wishing to speak or provide a comment.

Hearing none.

19. Adjournment.

Meeting called at 3:50 PM

NOTE: The Authority may, at its discretion, discuss, vote to approve, vote to disapprove, vote to table, change the sequence of any agenda item, or choose not to take up any item on the agenda.

The minutes of the regular meeting dated January 5th, 2023, of the Oklahoma 9-1-1 Management Authority, have been reviewed and approved on this day, the 29th of March 2023.

A handwritten signature in cursive script that reads "Belinda McGhie". The signature is written in dark ink and is positioned above a horizontal line.

Belinda McGhie  
Authority Vice-Chair

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY FY22 DEPOSITS and EXPENSES as of JANUARY 5, 2023

DATE of DEPOSIT	DEPOSIT	EXPENSES (Inc. Payroll/Fringe)	BALANCE	FY22 AVG COLLECTIONS	FY22 FEDERAL COLLECTIONS
Beginning Balance			\$ 7,150,674.44		
July 12, 2022	\$ 214,201.67	\$ 0.00	\$ 7,364,876.11	\$ 214,201.67	\$ 0.00
July 31, 2022	\$ 0.00	\$ 283,814.17	\$ 7,081,061.94		
August 12, 2022	\$ 205,707.42	\$ 0.00	\$ 7,286,769.36	\$ 205,707.42	\$ 0.00
August 30, 2022	\$ 0.00	\$ 112,579.94	\$ 7,174,189.42		
September 12, 2021	\$ 225,815.46	\$ 0.00	\$ 7,400,004.88	\$ 225,815.46	\$ 0.00
September 30, 2021	\$ 0.00	\$ 82,317.00	\$ 7,317,687.88		
October 12, 2021	\$ 220,038.58	\$ 0.00	\$ 7,537,726.46	\$ 220,038.58	
October 31, 2021	\$ 0.00	\$ 75,717.05	\$ 7,462,009.41		
November 12, 2021	\$ 218,060.24	\$ 0.00	\$ 7,680,069.65	\$ 207,596.62	\$ 264,083.76
November 30, 2021	\$ 0.00	\$ 58,057.26	\$ 7,622,012.39		
<b>TOTAL</b>	<b>\$ 1,083,823.37</b>	<b>\$ 612,485.42</b>	<b>\$ 7,622,012.39</b>		

## FY2023 CONTINUAL BUDGET

REVENUE								
PROJECTED	FY23 BUDGETED							
Projected Annual Income	\$ 2,492,617.00							
FY2022 Carry Over	\$ 7,532,610.00							
FY2022 Carry Over Actual	\$ 7,150,674.44							
Federal Grant Funding	\$ 0.00							
FY2023 Revenue	\$ 9,643,291.44	\$ 214,201.67	\$ 205,707.42	\$ 225,815.46	\$ 220,038.58	\$ 218,060.24	\$ 1,083,823.37	11.24%
EXPENSES								
SALARY and BENEFITS	FY23 BUDGETED	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	FY23 TOTAL	% of TOTAL
Total Salaries and Benefits	\$ 504,175.00	\$ 28,236.22	\$ 28,980.86	\$ 28,756.50	\$ 28,756.50	\$ 28,228.11	\$ 142,958.19	28.35%
MAINTENANCE and OPERATIONS								
Cellular Telephone	\$ 3,000.00	\$ 151.17	\$ 0.00	\$ 151.35	\$ 0.00	\$ 0.00	\$ 302.52	10.08%
Training/Travel	\$ 32,000.00	\$ 4,572.81	\$ 1,864.37	\$ 328.38	\$ 0.00	\$ 774.57	\$ 7,540.13	23.56%
Professional Memberships	\$ 2,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Board Liability Insurance	\$ 1,700.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Internal Services	\$ 15,000.00	\$ 212.50	\$ 297.50	\$ 0.00	\$ 0.00	\$ 42.50	\$ 552.50	3.68%
GIS State Repository	\$ 105,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Online Training	\$ 85,000.00	\$ 0.00	\$ 400.50	\$ 0.00	\$ 0.00	\$ 5,973.57	\$ 6,374.07	7.50%
Communication & Publications	\$ 1,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Meeting Facilitation	\$ 4,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Computer Hardware	\$ 16,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,310.71	\$ 2,310.71	14.44%
Software Maintenance	\$ 10,000.00	\$ 1,910.84	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,910.84	19.11%
Subtotal	\$ 275,200.00	\$ 6,847.32	\$ 2,562.37	\$ 479.73	\$ 0.00	\$ 9,101.35	\$ 18,990.77	6.90%
CAPITAL OUTLAY								
Administrative Committee								
Statewide 9-1-1 Auditing Services	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set Aside to Meet Board Goals	\$ 80,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Legislative Committee	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 200,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Technical Committee								
Nex Gen 9-1-1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set Aside to Meet Board Goals	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 120,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Operations Committee								
Developed Training Curriculum	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set Aside to Meet Board Goals	\$ 100,000.00	\$ 1,703.90	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,703.90	1.70%
Training Classes	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 120,000.00	\$ 1,703.90	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,703.90	1.42%
PROJECTS								
NG9-1-1 Planning and Deployment	\$ 3,800,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 3,800,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
GRANTS								
Federal Reimbursements		\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	
State Reimbursements		\$ 247,026.73	\$ 81,035.86	\$ 0.00	\$ 0.00	\$ 47,559.20	\$ 375,621.79	
RESERVE FUND								\$ 523,916
TOTAL EXPENDITURES	\$ 5,019,375.00	\$ 283,814.17	\$ 112,579.09	\$ 29,236.23	\$ 28,756.50	\$ 84,888.66	\$ 539,274.65	10.74%

OKLAHOMA 9-1-1 MANAGEMENT GRANT PROGRAMS REPORT

FY2021 GRANT PROGRAM	BUDGETED	July 2022	August 2022	September 2022	October 2022	November 2022	FY2023 Totals	FY2022 Totals	Combined Totals	% of TOTAL
<i>FY21 State Grant Awarded</i>	\$ 3,800,000.00	\$ 138,527.20	\$ 0.00	\$ 0.00	\$ 384,097.65	\$ 66,080.00	\$ 588,704.85	\$ 303,270.83	\$ 891,975.68	23.47%
FY21 State Grant Reimbursement	\$ 891,975.68	\$ 0.00	\$ 0.00	\$ 33,852.00	\$ 20,534.00	\$ 47,559.20	\$ 101,945.20	\$ 10,829.00	\$ 112,774.20	12.64%
FY2019 GRANT PROGRAM	BUDGETED	July 2022	August 2022	September 2022	October 2022	November 2022	FY2023 Totals	FY2022 Totals	Combined Totals	% of TOTAL
<i>FY2019 Federal Grant Awarded</i>	\$ 2,721,656.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,187,436.09	\$ 2,187,436.09	80.37%
<i>FY2019 State Grant Awarded</i>	\$ 5,250,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 3,916,645.81	\$ 3,916,645.81	74.60%
<i>FY2019 Total Grant Awarded</i>	\$ 7,971,656.00	\$ 174,081.10	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 174,081.10	\$ 6,104,081.90	\$ 6,278,163.00	78.76%
FY2019 Federal Grant Reimbursement	\$ 2,187,436.09	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,965,846.31	\$ 1,965,846.31	89.87%
FY2019 State Grant Reimbursement	\$ 3,916,645.81	\$ 174,081.10	\$ 63,353.86	\$ 5,739.98	\$ 0.00	\$ 0.00	\$ 243,174.94	\$ 3,260,316.12	\$ 3,503,491.06	89.45%
FY2019 Total Grant Reimbursements	\$ 6,278,163.00	\$ 174,081.10	\$ 63,353.86	\$ 5,739.98	\$ 0.00	\$ 0.00	\$ 243,174.94	\$ 5,226,162.43	\$ 5,469,337.37	87.12%
FY2021 FUNDING SUSTAINABILITY GRANT	BUDGETED	July 2022	August 2022	September 2022	October 2022	November 2022	FY2023 Totals	FY2022 Totals	Combined Totals	% of TOTAL
<i>2021 Funding Sustainability Grant Awarded</i>	\$ 200,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 175,919.22	\$ 175,919.22	87.96%
2021 Funding Sustainability Reimbursed	\$ 175,919.22	\$ 72,945.63	\$ 17,682.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 90,627.63	\$ 77,297.21	\$ 167,924.84	95.46%
FY2022 FUNDING SUSTAINABILITY GRANT	BUDGETED	July 2022	August 2022	September 2022	October 2022	November 2022	FY2023 Totals	FY2022 Totals	Combined Totals	% of TOTAL
<i>FY2022 Funding Sustainability Grant Awarded</i>	\$ 300,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
FY2022 Funding Sustainability Reimbursed	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%



**9-1-1 FEE DEPOSIT REPORT**

PSAP	7/12/2022	8/12/2022	9/12/22	10/12/22	11/12/2022	2022 TOTALS	ALL TOTAL
Adair Co Trust AUTH	\$16,590.01	\$16,416.13	\$17,104.77	\$17,087.86	\$17,060.12	\$181,330.43	\$818,196.25
Alfalfa County	\$4,224.34	\$4,180.07	\$4,355.42	\$4,351.11	\$4,344.05	\$46,347.66	\$244,049.53
Atoka County	\$11,038.64	\$10,922.95	\$11,381.15	\$11,369.90	\$11,351.45	\$120,483.59	\$615,960.82
Beaver County	\$3,976.71	\$3,935.03	\$4,100.10	\$4,096.04	\$4,089.40	\$44,110.91	\$234,917.36
Elk City SWORD 911 True	\$11,598.73	\$11,477.17	\$11,958.62	\$11,946.80	\$11,927.41	\$128,141.88	\$700,103.07
Sayre PD SWORD	\$5,314.66	\$5,258.96	\$5,479.56	\$5,474.15	\$5,465.26	\$58,545.35	\$309,213.29
Weatherford SWOR 911	\$7,535.35	\$7,456.38	\$7,769.16	\$7,761.48	\$7,748.88	\$82,830.72	\$421,579.80
Durant Bryan Co	\$34,674.56	\$34,311.15	\$35,750.46	\$35,715.11	\$35,657.14	\$378,307.17	\$1,948,921.32
El Reno 911 ACOG	\$19,281.94	\$19,079.85	\$19,880.23	\$19,860.56	\$19,828.33	\$226,799.98	\$1,165,614.85
Caddo County 911 Comm	\$22,289.23	\$22,055.62	\$22,980.83	\$22,958.10	\$22,920.84	\$227,108.89	\$1,082,698.99
Mustang 911 ACOG	\$14,766.26	\$14,611.50	\$15,224.43	\$15,209.38	\$15,184.69	\$159,975.73	\$814,551.85
Yukon 911 ACOG	\$25,244.09	\$24,979.51	\$26,027.37	\$26,001.63	\$25,959.43	\$274,789.81	\$1,348,247.10
Carter County	\$35,443.69	\$35,072.21	\$36,543.45	\$36,507.31	\$36,448.06	\$390,419.42	\$2,066,730.83
Cherokee County	\$35,412.37	\$35,041.22	\$36,511.16	\$36,475.05	\$36,415.85	\$392,008.03	\$2,055,540.21
Choctaw County	\$11,135.51	\$11,018.80	\$11,481.03	\$11,469.67	\$11,451.06	\$122,122.08	\$634,619.56
Cimarron County	\$41,111.36	\$0.00	\$0.00	\$0.00	\$0.00	\$41,111.36	\$101,875.59
Moore 911 ACOG	\$44,630.90	\$44,163.14	\$46,015.73	\$45,970.22	\$45,895.61	\$491,662.10	\$2,541,767.37
Noble 911 ACOG	\$5,366.37	\$5,310.13	\$5,532.88	\$5,527.41	\$5,518.44	\$58,687.75	\$296,229.26
Norman 911 ACOG	\$85,692.23	\$84,794.11	\$88,351.13	\$88,263.75	\$88,120.50	\$942,758.27	\$4,905,295.92
Cleveland Co 911 ACOG	\$16,120.23	\$15,951.28	\$16,620.42	\$16,603.98	\$16,577.04	\$177,360.00	\$909,285.93
Coal County	\$4,466.88	\$4,420.06	\$4,605.48	\$4,600.92	\$4,593.46	\$49,322.87	\$252,050.43
Comanche Co 911	\$90,246.51	\$89,300.66	\$93,046.72	\$92,954.70	\$92,803.83	\$991,271.18	\$5,067,102.38
Cotton County	\$4,399.14	\$4,353.04	\$4,535.64	\$4,531.16	\$4,523.80	\$49,721.71	\$258,422.80
Craig Co 911	\$12,592.91	\$12,460.93	\$12,983.65	\$12,970.81	\$12,949.76	\$140,946.29	\$745,020.07
City of Bristow	\$6,174.09	\$6,109.39	\$6,365.67	\$6,359.37	\$6,349.05	\$68,024.55	\$350,769.24
City of Drumright	\$5,015.31	\$4,962.75	\$5,170.93	\$5,165.82	\$5,157.43	\$55,058.32	\$283,783.17
City of Mannford	\$5,350.35	\$5,294.27	\$5,516.36	\$5,510.91	\$5,501.96	\$60,521.53	\$306,914.87
City of Sapulpa	\$25,262.29	\$24,997.53	\$26,046.14	\$26,020.38	\$25,978.15	\$277,840.88	\$1,454,743.37
Creek County	\$12,682.49	\$12,549.57	\$13,076.01	\$13,063.08	\$13,041.88	\$139,507.57	\$689,402.41
Clinton PD SWOR	\$9,927.93	\$9,823.88	\$10,235.98	\$10,225.86	\$10,209.26	\$110,003.01	\$582,778.29
Weatherford PD	\$12,399.17	\$12,269.22	\$12,783.90	\$12,771.26	\$12,750.53	\$136,621.53	\$713,178.16
City of Grove	\$14,000.05	\$13,853.32	\$14,434.45	\$14,420.18	\$14,396.77	\$151,717.18	\$748,304.28
Delaware County	\$15,952.72	\$15,785.52	\$16,447.71	\$16,431.44	\$16,404.77	\$174,138.87	\$870,885.52
Dewey County	\$3,492.37	\$3,455.76	\$3,600.73	\$3,597.17	\$3,591.33	\$38,610.79	\$204,437.78
Woodward 911 Ellis Co	\$3,124.56	\$3,091.81	\$3,221.51	\$3,218.32	\$3,213.10	\$33,526.47	\$173,150.50
Enid Garfield	\$44,479.41	\$44,013.23	\$45,859.54	\$45,814.18	\$45,739.82	\$491,347.86	\$2,599,744.40
Garvin Co Sheriff 911	\$20,489.52	\$20,274.77	\$21,125.27	\$21,104.38	\$21,070.13	\$225,289.71	\$1,100,580.78
Tuttle 911 ACOG	\$5,196.67	\$5,142.20	\$5,357.91	\$5,352.61	\$5,343.93	\$57,048.61	\$288,398.76
City of Chickasha	\$11,609.66	\$11,487.98	\$11,969.89	\$11,958.05	\$11,938.64	\$127,896.78	\$663,292.63
Grady County	\$23,174.16	\$22,931.27	\$23,893.22	\$23,869.59	\$23,830.85	\$254,078.47	\$1,308,761.53
Grant/Woods Co 911	\$3,345.97	\$3,310.90	\$3,449.79	\$3,446.38	\$3,440.79	\$37,669.73	\$192,036.96
Greer Co 911 Tr Auth	\$4,423.91	\$4,377.54	\$4,561.17	\$4,556.66	\$4,549.27	\$48,314.50	\$254,522.32
Hollis PD SWOR 911 Tru	\$2,195.20	\$2,172.19	\$2,263.31	\$2,261.08	\$2,257.41	\$23,378.68	\$120,348.97
Harper County	\$2,577.58	\$2,550.56	\$2,657.56	\$2,654.93	\$2,650.62	\$28,549.87	\$126,310.00

January 5, 2023

PSAP	7/12/2022	8/12/2022	9/12/22	10/12/22	11/12/2022	2022 TOTALS	ALL TOTAL
Stigler/Haskell Co 911	\$9,384.59	\$9,286.24	\$9,675.78	\$9,666.21	\$9,650.53	\$103,383.08	\$551,264.29
Hughes County	\$9,736.38	\$9,634.34	\$10,038.48	\$10,028.56	\$10,012.28	\$108,897.02	\$579,671.59
Altus/Jackson Co 911	\$18,488.78	\$18,295.00	\$19,062.46	\$19,043.61	\$19,012.70	\$203,985.10	\$1,072,405.97
Jefferson County	\$4,536.07	\$4,488.53	\$4,676.82	\$4,672.19	\$4,664.61	\$50,142.34	\$271,619.68
Johnston County E911	\$8,446.50	\$8,357.97	\$8,708.58	\$8,699.97	\$8,685.85	\$92,808.75	\$471,777.36
City of Blackwell	\$5,871.11	\$5,809.57	\$6,053.28	\$6,047.29	\$6,037.48	\$64,553.38	\$346,007.20
Ponca City 911	\$26,397.77	\$26,121.10	\$27,216.85	\$27,189.93	\$27,145.80	\$290,864.79	\$1,524,707.82
City of Tonkawa	\$2,804.82	\$2,775.42	\$2,891.85	\$2,888.99	\$2,884.30	\$30,743.17	\$158,371.20
Kingfisher County	\$11,278.26	\$11,160.06	\$11,628.21	\$11,616.71	\$11,597.86	\$124,569.03	\$653,101.65
Hobart SWOR Trust Auth	\$6,667.91	\$6,598.02	\$6,874.80	\$6,868.00	\$6,856.85	\$73,383.81	\$381,077.09
Latimer Co E911 Trust	\$8,179.93	\$8,094.20	\$8,433.74	\$8,425.40	\$8,411.72	\$89,174.72	\$462,329.08
Leflore Co 911	\$35,040.19	\$34,672.94	\$36,127.43	\$36,091.70	\$36,033.12	\$385,140.94	\$2,063,031.28
Town of Pocola	\$3,037.16	\$3,005.32	\$3,131.39	\$3,128.30	\$3,123.22	\$33,400.32	\$188,903.69
Lincoln Co 911 Tr AUTH	\$26,559.46	\$26,281.09	\$27,383.56	\$27,356.47	\$27,312.08	\$291,686.00	\$1,658,163.26
Guthrie 911 ACOG	\$24,452.39	\$24,196.11	\$25,211.11	\$25,186.17	\$25,145.29	\$267,041.60	\$1,643,576.70
Love Co Comm Centre	\$7,525.88	\$7,447.01	\$7,759.40	\$7,751.73	\$7,739.15	\$83,555.56	\$485,715.41
Newcastle 911 ACOG	\$7,794.64	\$7,712.95	\$8,036.50	\$8,028.55	\$8,015.52	\$83,580.82	\$454,162.21
Blanchard McClain Co	\$6,935.93	\$6,863.24	\$7,151.14	\$7,144.07	\$7,132.48	\$74,976.99	\$407,784.47
McClain Co Comm Centre	\$18,343.11	\$18,150.86	\$18,912.27	\$18,893.57	\$18,862.90	\$200,591.53	\$1,117,649.96
McCurtain Co E911	\$24,164.69	\$23,911.43	\$24,914.49	\$24,889.85	\$24,849.45	\$265,224.04	\$1,535,338.61
Checotah McIntosh Co	\$2,421.71	\$2,396.33	\$2,496.86	\$2,494.39	\$2,490.34	\$26,628.91	\$158,660.38
McIntosh Co Trust AUTH	\$12,217.09	\$12,089.04	\$12,596.17	\$12,583.71	\$12,563.28	\$134,601.74	\$736,607.42
Enid/Garfield/MajorCo	\$5,643.87	\$5,584.71	\$5,818.99	\$5,813.23	\$5,803.80	\$62,209.81	\$363,846.85
Marshall County	\$12,423.94	\$12,293.72	\$12,809.43	\$12,796.76	\$12,775.99	\$137,455.80	\$783,323.68
Mayes Co Pryor PD	\$6,867.47	\$6,795.49	\$7,080.56	\$7,073.55	\$7,062.07	\$75,999.07	\$441,098.49
Mayes County	\$24,540.51	\$24,283.31	\$25,301.97	\$25,276.94	\$25,235.92	\$269,717.80	\$1,523,268.51
Murray County	\$10,552.12	\$10,441.52	\$10,879.53	\$10,868.77	\$10,851.13	\$115,698.08	\$663,194.08
Muskogee City County	\$50,875.64	\$50,342.43	\$52,454.24	\$52,402.36	\$52,317.31	\$561,436.75	\$3,267,703.16
Perry Noble Co	\$7,970.17	\$7,886.63	\$8,217.47	\$8,209.34	\$8,196.02	\$87,825.95	\$493,095.46
Nowata County	\$7,627.12	\$7,547.18	\$7,863.78	\$7,856.00	\$7,843.25	\$83,580.22	\$491,393.95
Okfuskee County	\$8,860.19	\$8,767.33	\$9,135.11	\$9,126.08	\$9,111.27	\$98,529.74	\$580,054.97
Bethany 911 ACOG	\$14,697.80	\$14,543.75	\$15,153.85	\$15,138.86	\$15,114.29	\$162,792.75	\$952,168.67
City of Oklahoma City	\$486,427.89	\$481,329.75	\$501,521.00	\$501,024.95	\$500,211.77	\$5,337,020.22	\$30,514,666.01
Del City 911 ACOG	\$16,054.68	\$15,886.42	\$16,552.84	\$16,536.47	\$16,509.63	\$176,670.66	\$1,025,862.06
Edmond 911 ACOG	\$79,410.35	\$78,578.07	\$81,874.33	\$81,793.35	\$81,660.60	\$870,317.31	\$4,847,646.77
Midwest City 911 ACOG	\$41,984.13	\$41,544.11	\$43,286.84	\$43,244.03	\$43,173.84	\$462,382.97	\$2,695,610.59
Nichols Hills 911 ACOG	\$2,731.26	\$2,702.63	\$2,816.00	\$2,813.22	\$2,808.65	\$30,433.95	\$177,857.74
Oklahoma Co 911 ACOG	\$38,375.23	\$37,973.03	\$39,565.96	\$39,526.83	\$39,462.68	\$420,724.11	\$2,441,914.80
The Village 911 ACOG	\$6,892.96	\$6,820.72	\$7,106.84	\$7,099.81	\$7,088.29	\$75,712.03	\$437,541.82
Warr Acres 911 ACOG	\$7,675.92	\$7,595.47	\$7,914.09	\$7,906.27	\$7,893.43	\$85,107.70	\$497,982.77
City of Henryetta	\$7,396.24	\$7,318.72	\$7,625.73	\$7,618.19	\$7,605.83	\$81,200.96	\$480,486.16
Okmulgee County 911	\$20,866.79	\$20,648.09	\$21,514.26	\$21,492.98	\$21,458.10	\$229,194.01	\$1,341,353.74
Osage County	\$24,766.30	\$24,506.73	\$25,534.76	\$25,509.50	\$25,468.10	\$271,877.94	\$1,555,121.54
Ottawa Co E911 Govern	\$24,886.47	\$24,625.64	\$25,658.66	\$25,633.29	\$25,591.68	\$271,603.71	\$1,572,316.35
City of Cleveland	\$8,488.74	\$8,399.77	\$8,752.14	\$8,743.48	\$8,729.29	\$93,508.53	\$500,455.33

PSAP	7/12/2022	8/12/2022	9/12/22	10/12/22	11/12/2022	2022 TOTALS	ALL TOTAL
City of Pawnee	\$4,068.48	\$4,025.84	\$4,194.72	\$4,190.57	\$4,183.77	\$44,516.89	\$277,080.23
Cushing PD Payne Co	\$5,424.64	\$5,367.78	\$5,592.96	\$5,587.42	\$5,578.36	\$59,726.56	\$348,448.38
Payne Co 911Comm Agency	\$17,378.80	\$17,196.65	\$17,918.03	\$17,900.31	\$17,871.26	\$191,215.15	\$1,086,219.57
Stillwater PD Payne Co	\$36,037.28	\$35,659.58	\$37,155.46	\$37,118.71	\$37,058.47	\$397,513.56	\$2,121,138.38
Yale PD Payne Co	\$839.77	\$830.97	\$865.83	\$864.97	\$863.57	\$9,284.87	\$54,844.27
City of McAlester	\$32,866.11	\$32,521.65	\$33,885.89	\$33,852.38	\$33,797.44	\$361,564.67	\$2,090,656.40
Pontotoc Co Ada 911 Tr	\$28,397.78	\$28,100.14	\$29,278.91	\$29,249.96	\$29,202.48	\$311,706.24	\$1,797,927.68
City of Shawnee	\$22,619.17	\$22,382.10	\$23,321.00	\$23,297.94	\$23,260.13	\$249,361.75	\$1,493,855.32
Pottawatomie Co 911 Sys	\$31,131.22	\$30,804.94	\$32,097.17	\$32,065.43	\$32,013.38	\$340,802.98	\$1,880,237.97
Pushmataha County	\$8,806.30	\$8,714.00	\$9,079.54	\$9,070.56	\$9,055.84	\$96,851.85	\$538,745.63
Roger Mills Co SWOR Tr	\$2,806.27	\$2,776.86	\$2,893.35	\$2,890.49	\$2,885.80	\$31,261.55	\$179,906.58
Rogers County	\$63,419.03	\$62,754.35	\$65,386.82	\$65,322.15	\$65,216.14	\$694,771.46	\$3,738,643.65
Seminole County	\$17,945.44	\$17,757.36	\$18,502.26	\$18,483.96	\$18,453.96	\$197,330.81	\$1,153,514.70
Sequoyah County	\$32,241.20	\$31,903.29	\$33,241.59	\$33,208.72	\$33,154.82	\$351,915.39	\$2,010,689.12
City of Duncan	\$16,630.07	\$16,455.77	\$17,146.07	\$17,129.12	\$17,101.32	\$182,195.19	\$1,061,408.78
City of Marlow	\$3,226.52	\$3,192.71	\$3,326.64	\$3,323.35	\$3,317.95	\$35,246.69	\$209,041.47
Stephens County	\$12,704.34	\$12,571.19	\$13,098.54	\$13,085.59	\$13,064.35	\$138,686.74	\$789,985.83
Texas County	\$15,086.73	\$14,928.61	\$15,554.85	\$15,539.46	\$15,514.24	\$167,323.05	\$681,220.76
Tillman County	\$5,552.82	\$5,494.63	\$5,725.12	\$5,719.46	\$5,710.18	\$61,562.77	\$356,589.38
Tulsa County	\$33,678.20	\$33,325.23	\$34,723.19	\$34,688.84	\$34,632.54	\$370,915.07	\$2,160,078.66
City of Bixby	\$18,575.45	\$18,380.77	\$19,151.82	\$19,132.88	\$19,101.83	\$203,557.90	\$1,161,978.86
City of Broken Arrow	\$93,536.40	\$92,556.07	\$96,438.69	\$96,343.31	\$96,186.95	\$1,023,782.30	\$5,758,930.50
City of Collinsville	\$4,904.61	\$4,853.20	\$5,056.79	\$5,051.79	\$5,043.59	\$53,156.33	\$297,381.04
City of Glenpool	\$9,597.27	\$9,496.68	\$9,895.06	\$9,885.27	\$9,869.23	\$105,854.52	\$603,642.24
City of Jenks	\$15,639.53	\$15,475.62	\$16,124.80	\$16,108.86	\$16,082.71	\$171,594.95	\$972,734.59
City of Owasso	\$24,775.04	\$24,515.38	\$25,543.77	\$25,518.51	\$25,477.09	\$272,970.09	\$1,572,003.21
City of Sand Springs	\$13,983.30	\$13,836.74	\$14,417.18	\$14,402.92	\$14,379.55	\$154,118.37	\$891,107.77
City of Skiatook	\$5,357.63	\$5,301.48	\$5,523.87	\$5,518.41	\$5,509.45	\$58,789.35	\$338,951.54
City of Tulsa	\$292,571.37	\$289,505.00	\$301,649.41	\$301,351.08	\$300,861.99	\$3,225,845.18	\$18,945,322.75
City of Coweta	\$7,463.98	\$7,385.75	\$7,695.57	\$7,687.96	\$7,675.48	\$81,167.11	\$450,556.58
City of Wagoner	\$6,220.71	\$6,155.51	\$6,413.73	\$6,407.38	\$6,396.98	\$68,510.36	\$384,081.90
Wagoner County	\$21,045.96	\$20,825.39	\$21,698.99	\$21,677.53	\$21,642.34	\$227,660.68	\$1,248,856.71
City of Bartlesville	\$37,037.28	\$36,649.10	\$38,186.49	\$38,148.73	\$38,086.81	\$409,140.92	\$2,406,209.60
Washita Co SWOR Trust	\$6,533.16	\$6,464.69	\$6,735.88	\$6,729.22	\$6,718.29	\$69,852.52	\$398,065.82
Woods County	\$6,374.39	\$6,307.58	\$6,572.17	\$6,565.67	\$6,555.02	\$70,570.51	\$424,786.29
Woodward County	\$14,884.76	\$14,837.71	\$15,148.71	\$15,124.44	\$15,409.39	\$164,147.15	\$974,697.63
TOTAL	\$2,959,787.20	\$2,888,085.87	\$3,009,237.86	\$3,006,261.73	\$3,001,382.55	\$32,109,713.28	\$177,999,768.13

Cimarron County (under escrow)	\$41,111.36	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$60,764.23
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CONSOLIDATED PSAPs							
PSAP	7/12/22	8/12/22	9/12/22	10/12/22	11/12/22	2022 Totals	ALL TOTAL
Anadarko PD Caddo Co	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 174,794.15
Stillwell Adair Co Try	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 101,309.30
Westville Adair Co Try	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 46,653.07
Garvin Co Paul's Valley	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 105,657.96
Leflore Co Poteau PD	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 148,396.12
Eufaula PD McIntosh Co	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 48,640.89
City of Claremore	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 176,004.20
OSU PD Payne Co	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 166,633.67
Guymon PD Texas Co	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 303,020.27



**MissionCriticalPartners**  
Because the Mission Matters

## Next Generation 9-1-1 Strategic Plan

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### Final Report

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PREPARED AUGUST 2022 FOR  
OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY

[MissionCriticalPartners.com](https://www.MissionCriticalPartners.com)

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## Introduction

In 2016, passage of House Bill (HB) 3126, the Oklahoma 9-1-1 Management Authority Act, increased phone fees for 9-1-1, created the Oklahoma 9-1-1 Management Authority (OK911MA), and provided additional support from the State government to OK911MA, which included a paid state 9-1-1 coordinator<sup>1</sup>. The 9-1-1 coordinator's office oversees the development and operation of emergency 9-1-1 systems within the state of Oklahoma (state – geographically) and is responsible for implementing a plan to standardize the way 9-1-1 is administered and managed with the State.

In 2021, passage of Senate Bill (SB) 687 amended the Oklahoma 9-1-1 Management Authority Act to update and clarify the authority of OK911MA. This legislation directed OK911MA to create a statewide master plan for the transition to Next Generation 9-1-1 (NG9-1-1), including establishing rules for interoperability between NG9-1-1 systems. It also requires local NG9-1-1 plans to align with the statewide plan. OK911MA has the authority to oversee all 9-1-1 fees collected, and to direct the Oklahoma Tax Commission to escrow funds if an agency fails to provide connectivity between available next-generation systems.<sup>2</sup>

OK911MA supports 9-1-1 operations within the 77 counties of Oklahoma, which are regionalized into 11 councils of government (COGs). Three of the 11 COGs actively provide support for 9-1-1 services in their region. Currently, there are 126 local and county primary public safety answering points (PSAPs), eight secondary PSAPs, and multiple standalone emergency communications centers (ECCs) operating across the state. The standalone ECCs handle emergency calls for local police and fire, state parks, lakes, waterways, military bases, and certain restricted tribal properties.

During the past three years, OK911MA has gained baseline knowledge via data gathering and an NG9-1-1 Feasibility Study to assist in building Oklahoma's strategic plan for the transition to NG9-1-1. This strategic plan—a roadmap—will guide OK911MA for the next three to five years as it transitions to NG9-1-1. The initiatives and supporting actions in this plan will support OK911MA's vision to ensure all public safety entities have equal access to emerging technologies to deliver efficient, reliable public safety response to best serve all communities within Oklahoma.

## OK911MA Overview

OK911MA is authorized for three full-time equivalent (FTE) positions, which include a 9-1-1 coordinator, a grants and compliance officer, and an administrative assistant. The Oklahoma 9-1-1 Management Authority Act provides for OK911MA to direct distribution of 9-1-1 fees to the state's PSAPs, to ensure PSAP compliance with public safety standards, and to administer grants to the PSAPs for upgrading technology.

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<sup>1</sup> Oklahoma 9-1-1 Management Authority History of the Authority, [https://www.ok.gov/911/About\\_Us/History/index.html](https://www.ok.gov/911/About_Us/History/index.html)

<sup>2</sup> [http://webserver1.lsb.state.ok.us/cf\\_pdf/2021-22%20SUPPORT%20DOCUMENTS/BILLSUM/House/SB687%20ENGR%20BILLSUM.PDF](http://webserver1.lsb.state.ok.us/cf_pdf/2021-22%20SUPPORT%20DOCUMENTS/BILLSUM/House/SB687%20ENGR%20BILLSUM.PDF)

Oklahoma Administrative Rules, Title 145, Chapter 15<sup>3</sup> provide the guidelines for OK911MA operation. The administrative rules describe three standing committees and authorize ad hoc committees established by the chair or by majority vote of OK911MA. Committees are chaired by a member of the OK911MA Board and consist of volunteer members with 9-1-1 experience approved by OK911MA. The standing committees are:

- Administrative committee for oversight of rules, finance and funding, grant distribution, audits, and PSAP annual reports. The Grant Review committee, a subcommittee of the Administrative committee, is responsible for evaluating grant applications and making funding recommendations to the OK911MA Board.
- Technical committee for developing a plan to deploy NG9-1-1, conducting inventory of 9-1-1 infrastructure, recommending 9-1-1 equipment standards for competitive procurement, identifying call routing and networks in use by PSAPs, developing model plans for sharing of equipment and technology, and identifying governmental and industry programs and standards beneficial for statewide NG9-1-1. The OK911MA GIS subcommittee, comprised of 9-1-1 geographic information system (GIS) professionals and other GIS stakeholders in the state, provides GIS standards guidance and input on OK911MA GIS projects such as education, training, the GIS repository, and GIS workflow processes related to 9-1-1.
- Operations committee for developing training program standards for 9-1-1 call-takers, developing best practices for PSAP operations, recommending improvement plans for underperforming PSAPs, and creating a guide for statewide coverage and interoperability between PSAPs.

The Legislative committee is an ad hoc committee that follows 9-1-1 legislation and builds relationships with State legislators for the purpose of educating and advocating for 9-1-1 and working on projects such as funding for NG9-1-1.

## OK911MA's Advancement Towards NG9-1-1

### Next Generation 9-1-1 Feasibility Study

Even before the passage of SB 687, which directed OK911MA to develop a statewide master plan for the transition to NG9-1-1, its 9-1-1 Office was focused on understanding the state's capacity for NG9-1-1. In 2019, OK911MA contracted with Mission Critical Partners, LLC (MCP) to conduct a feasibility study on the implications, costs, and considerations of implementing NG9-1-1. The feasibility study report was prepared after 14 months of work and delivered to OK911MA on August 27, 2020.

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<sup>3</sup> [https://www.ok.gov/911/documents/Emergency\\_Rule\\_Document\\_\(EME\).pdf](https://www.ok.gov/911/documents/Emergency_Rule_Document_(EME).pdf)



The report identified seven focus areas for the state, analyzed study findings, and offered suggestions for each area. A master recommendations table summarized the recommendations and considerations for the State's next steps toward NG9-1-1. The feasibility study called for additional staffing for the 9-1-1 Office and suggested the State consider network availability, deployment options, and call-handling equipment (CHE) status before more detailed technology recommendations would be made. Appendix A contains the feasibility study's master recommendations table and accomplishments regarding the recommendations.

### Facilitated Strategic Planning

OK911MA and the Technical committee identified the need to bring in an independent third party to assist in creating an NG9-1-1 Strategic Plan. MCP was subsequently hired and facilitated a strategic planning meeting with key stakeholders on January 7, 2022. Participants included OK911MA staff and stakeholders who represented Oklahoma 9-1-1 and GIS communities.

During the meeting, MCP helped the group develop options for a vision and mission statement to guide Oklahoma in its transition to NG9-1-1. After brainstorming options, attendees agreed to an online voting mechanism to adopt the final vision and mission statements.

### OK911MA Vision and Mission

#### Oklahoma 9-1-1 Management Authority Vision

Ensure all public safety entities have equal access to emerging technologies in order to receive and deliver reliable and consistent 9-1-1 service across Oklahoma from all communication methods.

#### Oklahoma 9-1-1 Management Authority Mission

Provide focused leadership to empower local 9-1-1 authorities by educating, training, advocating, and guiding a statewide transition to emerging 9-1-1 emergency services including strategic planning, sustainable funding, and a focused move to new technologies and empower local 9-1-1 authorities to use emergency technologies to provide the highest level of 9-1-1 service available to benefit first responders, the public, and visitors of Oklahoma.

### OK911MA Strategic Initiatives

During the January meeting, MCP led the group through the strategic planning process using the "gameboard" methodology to compile a list of strategic initiatives. This method helps groups define the

current state, desired future state, case for change, barriers to success, and strategy(ies) to complete the transition to NG9-1-1.

The stakeholders agreed during the meeting to rank the strategic initiatives to establish their priorities. This was conducted via an online voting mechanism, giving each attendee the opportunity to provide their perspective on the criticality of each initiative. Those strategic initiatives combined with the recommendations from the feasibility study are the baseline for this strategic plan to advance NG9-1-1 in Oklahoma.

Each initiative and corresponding action within this plan will serve as a roadmap for the organization's evolution towards end-state NG9-1-1. In many cases, the transition to the NG9-1-1 end-state is an iterative process where technical and operational needs are intertwined and must be addressed in parallel. It may take years to make the full transition to National Emergency Number Association (NENA) i3<sup>4</sup>-compliant NG9-1-1 and, in some cases, will require technology or compliance outside OK911MA's sphere of influence.

As OK911MA moves forward with planning and implementing NG9-1-1, priorities may shift based on accomplished milestones and technology advancements in the industry. As that work progresses, these strategic initiatives should be reviewed regularly.

The strategic initiatives/actions identified and chosen by OK911MA staff and stakeholders are listed below and ranked in the order of tasks to begin first.

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<sup>4</sup> [NENA i3 Solution - Stage 3 - National Emergency Number Association](#)

### Strategic Initiative #1

- Create an NG9-1-1 transition plan

### Strategic Initiative #2

- Amend legislation

### Strategic Initiative #3

- Sustainable funding strategy

### Strategic Initiative #4

- Formal documented stakeholder communications plan

### Strategic Initiative #5

- Develop and review 9-1-1-related best practices, standards, and policies regularly

### Strategic Initiative #6

- OK911MA guidance and education to local 9-1-1 authorities, including NG9-1-1 implementation plans for local 9-1-1 authorities

### Strategic Initiative #7

- Procure next generation core services (NGCS) and Emergency Services Internet Protocol (IP) network (ESInet)

### Strategic Initiative #8

- Statewide NG9-1-1 PSAP cutover plan

### Strategic Initiative #9

- Strategy for more OK911MA staff to optimize the workforce for the transition

### Strategic Initiative #10

- 9-1-1 coordinator leadership development plan

### Strategic Initiative #11

- Continue work to meet the NG9-1-1 GIS plan for the state

### Strategic Initiative #12

- Develop a strategic plan to ensure new technologies and operational strategies are reviewed and adopted as needed

The strategic initiatives were grouped into six focus areas: governance, planning, and policy; communications; technology; GIS; funding; and operations and training.

Table 1: OK911MA NG9-1-1 Focus Areas, Initiatives, Actions

Focus Area	Initiatives	Actions
Governance, Planning & Policy	Create an NG9-1-1 Transition Plan	<ul style="list-style-type: none"> <li>Transition plan to provide directions for achieving the mission and vision; include elements from all initiatives</li> <li>Contingency plans to ensure and encourage 100% adoption of NG9-1-1 across Oklahoma</li> <li>Plan for incorporation of non-primary ECCs</li> </ul>
	Develop a Strategic Plan	<p>A strategic plan will:</p> <ul style="list-style-type: none"> <li>Provide guidance for the next three to five years</li> <li>Identify initiatives to guide the transition to NG9-1-1</li> <li>Help prioritize the work needed to realize OK911MA's vision</li> </ul>
	Amend legislation	<ul style="list-style-type: none"> <li>Update current 9-1-1 legislation to support NG9-1-1 requirements</li> </ul>
	Develop NG9-1-1 policies, best practices, and standards	<ul style="list-style-type: none"> <li>Develop NG9-1-1 policies, best practices, and standards that are adopted, reviewed, and updated regularly</li> <li>Strategic plan to ensure new technologies and operational strategies are reviewed and adopted as needed</li> </ul>
Communications	Formal documented stakeholder communications plan	<p>Plan to include:</p> <ul style="list-style-type: none"> <li>Educational campaign for all stakeholders, including elected officials</li> <li>Strategy to garner advocates for the transition to NG9-1-1 from public safety partners and providers</li> <li>Develop contingency plans to educate statewide stakeholders with the goal of 100% adoption of NG9-1-1 across Oklahoma</li> </ul>
	NG9-1-1 implementation guidance	<ul style="list-style-type: none"> <li>Develop implementation plan template for local 9-1-1 authorities</li> </ul>
Technology	Procure NGCS and ESInet	<ul style="list-style-type: none"> <li>ESInet acquisition and deployment strategy</li> <li>NGCS planning</li> <li>CHE compatibility and deployment models</li> </ul>

Focus Area	Initiatives	Actions
	Statewide NG9-1-1 PSAP cutover plan	<ul style="list-style-type: none"> <li>Determine the order of cutover by identifying and ranking success factors</li> <li>Establish contingency plans in the event that cutover factors change</li> </ul>
GIS	Continue work to meet NG9-1-1 GIS plan for the State	Rollout GIS training for local leadership <ul style="list-style-type: none"> <li>Educate local areas on the need for GIS data for NG9-1-1</li> <li>Annual review of Oklahoma GIS standards for alignment to NENA standards and National 911 Program best practices</li> <li>Annual progress report for GIS plan for NG9-1-1</li> <li>Improve the State's GIS readiness rating on data maintenance and jurisdictional boundaries</li> <li>Upload more PSAP data to the State GIS repository</li> </ul>
Funding	Develop a sustainable funding strategy	<ul style="list-style-type: none"> <li>Conduct NG9-1-1 funding study</li> <li>Create a sustainable funding model for the transition to and sustainability of NG9-1-1</li> </ul>
Operations & Training	Develop a strategy for additional OK911MA personnel	<ul style="list-style-type: none"> <li>Identify additional OK911MA office resources needed for the transition to NG9-1-1</li> <li>Develop a strategy to obtain resources for the transition</li> </ul>
	Leadership development	<ul style="list-style-type: none"> <li>9-1-1 coordinator leadership development plan</li> </ul>

# 1 Governance, Planning, & Policy



Proper governance, planning, and policies are critical components of a successful transition from legacy 9-1-1 to NG9-1-1. Governance, planning, and policies establish a path to success and a baseline for how to navigate the path. Without them, every aspect of the transition faces increased risks. A strategic plan aligns with OK911MA's strategic initiatives and identifies the activities needed to accomplish a successful transition, while the implementation/transition plan details who will be responsible for those activities, and the how, where, and when they will be done to accomplish the vision and mission for the future.

## Priority



Governance, planning, and policies are critical to a successful NG9-1-1 transition.

## Initiatives

### 1.1 Develop a Strategic Plan

A strategic plan will guide OK911MA for the next three to five years as it transitions to NG9-1-1. The initiatives and supporting actions in this plan will support OK911MA's vision to ensure all public safety entities have equal access to emerging technologies.

### 1.2 Amend Legislation

While Oklahoma Senate Bill 687 moved the State toward NG9-1-1 planning, current Oklahoma legislation for 9-1-1 services focuses on details for a legacy 9-1-1 environment. It does not address funding, implementation, or oversight for the transition from a legacy PSAP to an NG9-1-1 PSAP, although it gives OK911MA the responsibility for the NG9-1-1 master plan and for establishing rules for interoperability between the PSAPs within Oklahoma. The National 911 Program's legislation recommendations would be a desirable basis for the legislative updates that Oklahoma will need to make to support an NG9-1-1 transition and implementation. Many of these are listed in the feasibility study report mentioned previously.

The interoperability and interconnected nature of NG9-1-1 will require updates to old legislation for the transition to and maintenance of NG9-1-1. Specific technologies are required for NG9-1-1 to work with other 9-1-1 technologies in the PSAPs. This means that local authorities will need guidance to procure and replace equipment that maintains interoperability with the rest of Oklahoma's community of 9-1-1 providers. New operational strategies for interoperability will be needed and may require legislative direction.

The transition will require funding for procurement and deployment of these new technologies and for continued payment of legacy services while the transition occurs. Consideration should be given to those items that can be a one-time purchase using capital funds or grant money and those recurring items, which will need a sustainable funding source. Some local agencies will be burdened without monetary support of some kind. A cost estimate by PSAP and for statewide transition/operation will be necessary to determine

what funding is needed and how to fund the one-time and recurring costs. This will likely involve a legislative interim study to quantify the costs and gather support for changes to existing legislation.

### 1.3 Create an NG9-1-1 Transition Plan

The transition plan defines the details of the State's master plan for the transition to and implementation of NG9-1-1. It will include elements from all initiatives and strategies for governance, planning, and policy. Regular review of the plan keeps the initiatives fresh and forward-looking. A group within OK911MA should be tasked with ensuring new technologies and operational strategies are regularly reviewed and adopted when prudent.

The transition plan will include an implementation plan template for local 9-1-1 authorities to use and customize for their specific needs in connecting to the statewide NG9-1-1 platform. The implementation plan will show what and when each step toward the transition will happen and how processes, procedures, resources, and equipment will change.<sup>5</sup> It will identify who will make the changes and when they will be completed along with how to measure success. It will be specific to those items needed by the local authority and align with the overall master plan for Oklahoma NG9-1-1.

The transition plan will include a risk assessment to identify the potential for reduced success and contingency plans to mitigate the risk and encourage 100% adoption of NG9-1-1 across Oklahoma in the event of the slow adoption of NG9-1-1. Plans can include a combination of strategies such as interoperability policies and communications plans. Stakeholder communication focused on listening, informing, and persuading those impacted by NG9-1-1 will increase awareness and acceptance. The transition plan should include an impact study for incorporating non-primary ECCs into the NG9-1-1 platform so that Oklahomans using state parks, waterways, and lakes or on military bases or restricted tribal territory will receive the same benefits of NG9-1-1 interoperation that the 126 state PSAPs will have.

### 1.4 Develop NG9-1-1 Policies, Best Practices, and Standards

OK911MA's Operations committee is tasked with developing policies, best practices, and standards for PSAPs and recommending improvement plans for underperforming PSAPs. Logically, this committee would be the group to develop and/or recommend NG9-1-1 statewide policies, standards, and best practices for PSAPs.

OK911MA's Technology committee will be instrumental in developing technical policies required to guide the transition to NG9-1-1. For example, an essential policy will be one to identify the standards for the interoperability of NG9-1-1 equipment and services as well as interconnectivity between regional ESInets and the state ESInet.

An OK911MA interconnectivity policy can provide local authorities with baseline technical requirements for a connection to the State's ESInet. This policy should identify points of interconnection and describe how calls are expected to be delivered to the state ESInet as detailed in [NENA-STA-010.3b-2021](#) with emphasis on its ESInet and inter-ESInet transfers.

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<sup>5</sup> <https://www.isixsigma.com/implementation/implementation-plan-getting-beyond-quick-fix/>

An NG9-1-1 interoperability policy will identify the applicable i3 standards and security standards to be followed and delineate responsibilities for connecting to the statewide system. An interconnection policy would establish minimum security requirements to follow in connecting to the statewide ESInet and for CHE connecting to the local authority's ESInet.

These security and cybersecurity plans will need to meet State requirements and be based on National Institute of Standards and Technology (NIST) and International Organization for Standardization (ISO) standards. Compliance with NENA standards, including NENA-STA-010.3-2021 and all applicable Alliance for Telecommunications Industry Solutions (ATIS), Internet Engineering Task Force (IETF), and 3<sup>rd</sup> Generation Partnership Project (3GPP) specifications should also be included.

Both committees would be charged with the regular review of existing policies and bringing new policies, standards, and best practices to the full OK911MA Board for adoption. A permanent full-time resource in the 9-1-1 Office would be a valuable means of ensuring this endeavor receives the regular review it requires to be successful. This position would monitor best practices and standards from standards-based organizations like NENA and the Association of Public-Safety Communications Officials (APCO) International, and the National 911 Program for NG9-1-1 service delivery, and ensure that PSAP needs are being met by policy and practice standards.





Communication is one of the simplest and least utilized tools for success during times of change. Frequent communication enhances trust, builds relationships, and helps stakeholders lend a voice to a conversation, leading to greater understanding, support, and buy-in on critical initiatives.

### Priority



Communications is essential to raise awareness of the benefits of NG9-1-1 and the need to adequately fund the transition.

### Initiative

#### 2.1 Formal Documented Stakeholder Communications Plan

OK911MA and the key stakeholder group identified the need to create a formal stakeholder communications plan and process to continue work being done organically and to facilitate the transition to NG9-1-1. A communications plan should identify target audiences, communication methods, timing and frequency of communication, and key messages.

OK911MA stakeholders identified the need for the following elements to be included in the plan:

- Educational campaign for all stakeholders, including elected officials
- Strategy to garner advocates for the transition to NG9-1-1
- Contingency plans to ensure and encourage 100% adoption of NG9-1-1 across Oklahoma

As a part of the communications plan, OK911MA should consider hosting special educational forums throughout the state and publishing a quarterly newsletter. This newsletter will provide updates on the transition to NG9-1-1, the schedule of upcoming meetings or deadlines, challenges OK911MA may be facing, and any industry information that may help educate stakeholders on the benefits of NG9-1-1.

#### *Develop an educational campaign for all stakeholders, including elected officials*

Once the formal communications plan is created, OK911MA stakeholders identified the need to create an educational campaign for elected officials at the state, county, and local levels; law enforcement; public safety industry professionals; and PSAPs. It will be important to identify all stakeholders who would benefit from an educational campaign early and determine their specific needs and influence. Anyone impacted by the transition to NG9-1-1 and who has influence on the project must be supported with an educational campaign that can also create project champions. Planning for this should identify the various methods to disseminate campaign materials and the topics specific to each stakeholder group.

A task for OK911MA personnel is to develop and participate in an education roadshow explaining to local authorities what NG9-1-1 is and why it is necessary, as well as what the legislative mandates are concerning the statewide master plan and interoperability between PSAPs. Providing regular communications regarding the NG9-1-1 transition is an important element of the communications plan and may necessitate adding a communications resource to the 9-1-1 Office. This resource will be responsible

for creating the roadshow, executing it, and further developing the OK911MA website to include interactive components and for continued outreach.

*Strategy to garner advocates for the transition to NG9-1-1 from public safety partners and providers*

Key stakeholders prioritized the need to develop a strategy to identify, recruit, and engage advocates. Advocates are needed within all stakeholder groups to help ensure a smooth and timely transition to NG9-1-1. Each group of advocates will need its own talking points for approaching target audiences. Having a dependable group of advocates may make the difference between a timely statewide deployment of NG9-1-1 versus a piecemeal transition spanning years.

*Develop contingency plans to educate statewide stakeholders with the goal of 100% adoption of NG9-1-1 across Oklahoma*

The contingency plan is a component of stakeholder identification and assessment as each stakeholder and group are identified and evaluated for how the project will impact them and what information or persuasion they might need to actively support or at least accept the transition to NG9-1-1. It is important to recognize that some stakeholders will have more to lose than gain with the transition and that it might be necessary to acknowledge that and look for areas of compromise or agreement.



The ESInet, NGCS, and CHE are the three vital technology components for any NG9-1-1 system. The strategy that follows will examine how OK911MA can deliver an ESInet and NGCS successfully to all Oklahoma PSAPs and ensure a consistent statewide emergency service experience for all Oklahomans.

### Priority



Procure a robust, redundant, i3-compliant ESInet and NGCS that provide reliable emergency services to all Oklahoma PSAPs.

## Initiatives

### 3.1 Procure NGCS and ESInet

#### *ESInet acquisition and deployment strategy*

OK911MA and its Technology committee may choose to develop a request for proposals (RFP) with stakeholder input that allows the ESInet portion to be evaluated in combination with the NGCS selection or as a standalone offering. The key technical requirements of the ESInet are that it should bring redundant parity using public and private connectivity into currently underserved rural PSAP locations in Oklahoma. The deployment strategy should ensure redundancy exists within the entirety of the physical transport system and not just at deployment edges. In areas where redundancy is not feasible—either by cost or physical limitations of available transport—the best counterweight to ensure full uptime of 9-1-1 for the citizenry of Oklahoma is a well planned and executed policy routing schema.

OK911MA must leverage existing public and private connectivity and continue to include all state broadband providers as potential partners, as it has done previously by inviting OneNet to be a key participant in the due diligence process. While Oklahoma has a long history of local control, the State must also realize the higher cost and ongoing interoperability issues if there are multiple independent ESInet deployments. OK911MA and the local agencies should realize cost savings of scalability by operating one ESInet system.

Enhanced 9-1-1 (E9-1-1) allows locally hosted CHE to provide the highest network reliability at a shared cost. An NG9-1-1 system with a large robust ESInet and carefully planned NGCS policy routing for backup and default profiles provides the greatest resilience regardless of CHE design.

OK911MA will need to work with the awarded ESInet provider to establish a plan that deploys redundant ESInet service capabilities to regions and PSAPs as they prepare to upgrade, realizing that the legacy connectivity will need to be maintained until after the conversion. There is a multitude of private and publicly-owned next generation connectivity available across the state of Oklahoma. OK911MA and its stakeholders will need to work with any awarded ESInet provider to ensure they have access to all connectivity.

## *NGCS planning*

OK911MA, its stakeholders, and local PSAP authorities need a coordinated approach so NGCS provides the best system for the best price while solidifying successful long-term results. The easiest way to ensure Oklahoma has a technology fit and the most flexibility when choosing an NGCS provider is to have the entire state not currently served by an ESInet/NGCS provider agree to a shared and cost-effective deployment. OK911MA should promote the value this approach will provide to all stakeholders throughout the state. NGCS policy routing adds a flexibility to 9-1-1 operations that has not existed before and is best utilized by PSAPs serviced by the same NGCS Emergency Services Routing Proxy (ESRP)/Policy Routing Function (PRF). Having multiple ESInet/NGCS providers in Oklahoma will lead to increased cost, complex interconnections, less routing flexibility, and duplicated resources. If most stakeholders agree to the one ESInet approach, the next step for OK911MA and its stakeholders is to decide what the future of their NG9-1-1 network looks like.

There are a variety of technologies deployed by NGCS providers today that are NENA i3-compliant. Any one deployment strategy is not better than the other, but the deployment plan needs to align with OK911MA's and a local PSAP's future plans, what it can effectively procure, and what can be sustained and maintained. For example, if OK911MA chooses an NGCS provider that is cloud-based, requiring limited state hardware, it would make sense to consider incorporating a call handling as a service (CHaaS) option for local PSAPs. If OK911MA and its stakeholders seek a more conservative NGCS approach, where the NGCS equipment is locally hosted in the state, then exploring locally hosted CHE in the state data centers may align more closely. While these seem like very different network deployments, the key takeaway for the local PSAP is that either deployment strategy is transparent to them.

OK911MA and its stakeholders should consider the ramifications of one-time costs versus recurring expenses. While a cloud deployment necessitates monthly recurring operational costs, network build-outs require some upfront capital costs. The cost of housing shared hardware in a state data center versus standalone hardware at the PSAP is also a consideration. OK911MA may want to consider whether a cloud-based or locally hosted NGCS system is preferred so vendors will provide the solutions that best align with OK911MA's plans.

Once a direction is established, OK911MA and its stakeholders will need to develop requirements aimed directly at procuring their NGCS partner. The RFP will look different if aiming for a public cloud NGCS provider where nothing is local versus an RFP aimed at an NGCS provider using third-party software on commercial off-the-shelf (COTS) servers. OK911MA does not need to be certain which route it plans to pursue, but having direction allows NGCS providers to tailor their response to what OK911MA needs and what will provide the best overall solution.

While looking for this NGCS core philosophy match, OK911MA and its stakeholders will need to ensure that all potential NGCS providers can successfully continue to provide legacy-based services in the near term to provide seamless working emergency services to PSAPs that may not be prepared to upgrade.

## *CHE compatibility and deployment models*

The CHE in use today in Oklahoma varies in current and future capabilities. There are currently 126 PSAPs across the state, 20 of which are currently being served by the Association of Central Oklahoma

Governments (ACOG) NGCS deployment. All 126 PSAPs are included in the numbers below as OK911MA has jurisdiction. Based on the annual report form submitted to OK911MA for 2020, 62 CHE systems in Oklahoma PSAPs today are NG9-1-1-capable with a software or hardware refresh. There are 60 PSAPs that require hardware replacement to be NG9-1-1-capable and four PSAPs have no CHE. As such, OK911MA will need to plan for legacy gateways in the NGCS procurement.

Oklahoma PSAPs today contain a mix of host-remote and standalone host deployments. There are new options with NG9-1-1 deployment that provide better technological and cost-effective results. In E9-1-1, locally hosted CHE provides a means of continued operations for every scenario except last-mile outages of centralized automatic message accounting (CAMA) trunks. NG9-1-1, with a centrally operated NGCS, will work the same way but instead of complete outages when E9-1-1 CAMA trunks are down the NGCS provides policy routing capabilities that would allow all calls to be answered by anyone, anywhere that is on the same ESInet using the same NGCS. This is an advantage of a unified NG9-1-1 platform.

Local PSAP administrators have control over this policy and the ability to leverage it for rerouting when busy or short-staffed to provide an overall better service to their populations. Current NG9-1-1 deployments are seeing fewer PSAP-hosted CHE solutions and more host-remote and CHaaS CHE solutions. The 62 PSAPs that have NG9-1-1-capable CHE require OK911MA to develop interconnect specifications to ensure interoperability with the chosen NGCS provider if they stay with this configuration. Planning will need to be conducted for interoperability testing between all the unique CHE currently deployed and the chosen NGCS provider whenever new software for either side is implemented. These deployments will need to be tested individually each time a PSAP's CHE or specific NGCS functional elements are upgraded.

The standalone equipment model is not sustainable, and OK911MA should offer incentives for these PSAPs to acquire seats off of a hosted CHE to reduce this overall burden. The 64 PSAPs requiring a CHE hardware or software upgrade should be provided options for purchasing positions off a State contract for hosted CHE (local or CHaaS). This will be the most cost-effective model for the PSAPs and requires the least interoperability testing and maintenance for both the State and the PSAPs.

Ideally, OK911MA would require in an RFP that the NGCS provider have a lab for testing CHE compatibility to ensure its software releases work seamlessly. The State and all stakeholders must have the same logistical plan developed, keeping cost, technology, and speed of planned innovation in mind. Just because the NG9-1-1 CHE and NGCS are i3-capable does not ensure that they will move to new software and technological enhancements at the same pace. This mismatch of technology causes many interoperability issues that are seen in the industry today. Regardless of the NGCS core and CHE plan chosen, it must be a partnership between OK911MA and its stakeholders, and all must agree to be successful.

### 3.2 Statewide NG9-1-1 PSAP Cutover Plan

OK911MA will need to successfully and efficiently transition the State's legacy PSAPs to NG9-1-1 by determining an optimal order for implementation. Time and money will be factors in planning the deployments as will local volunteers for the transition effort. There are other factors to consider that will necessitate a detailed and well-planned effort by State leadership, local leadership, and NG9-1-1 providers to define the elements of success and agree on a schedule for transition.

A deployment plan should identify and rank the factors for cutover and provide strengths, weaknesses, costs, and other considerations for the various cutover strategies. Cutover order might be driven by selective router locations, regional 9-1-1 service groups, or those PSAPs most technology-ready, best funded, closest access to network connections, or even greatest need. These factors can be prioritized, weighted, and scored to arrive at the “best” cutover plan.

The planning process should have contingencies and incentives in the event of changing factors—funding, equipment and services, and local 9-1-1 authority decisions. Having a response and a fallback position completes the cutover strategy. Fallback responses could include alternative short-term funding sources; backup options for NG9-1-1 equipment and services; incentives for PSAPs to adopt NG9-1-1, such as the ability to designate alternate call routing for overflow calls, PSAP abandonment, and special events; or CHE subsidies.

## OKLAHOMA LEGACY E9-1-1 NETWORK

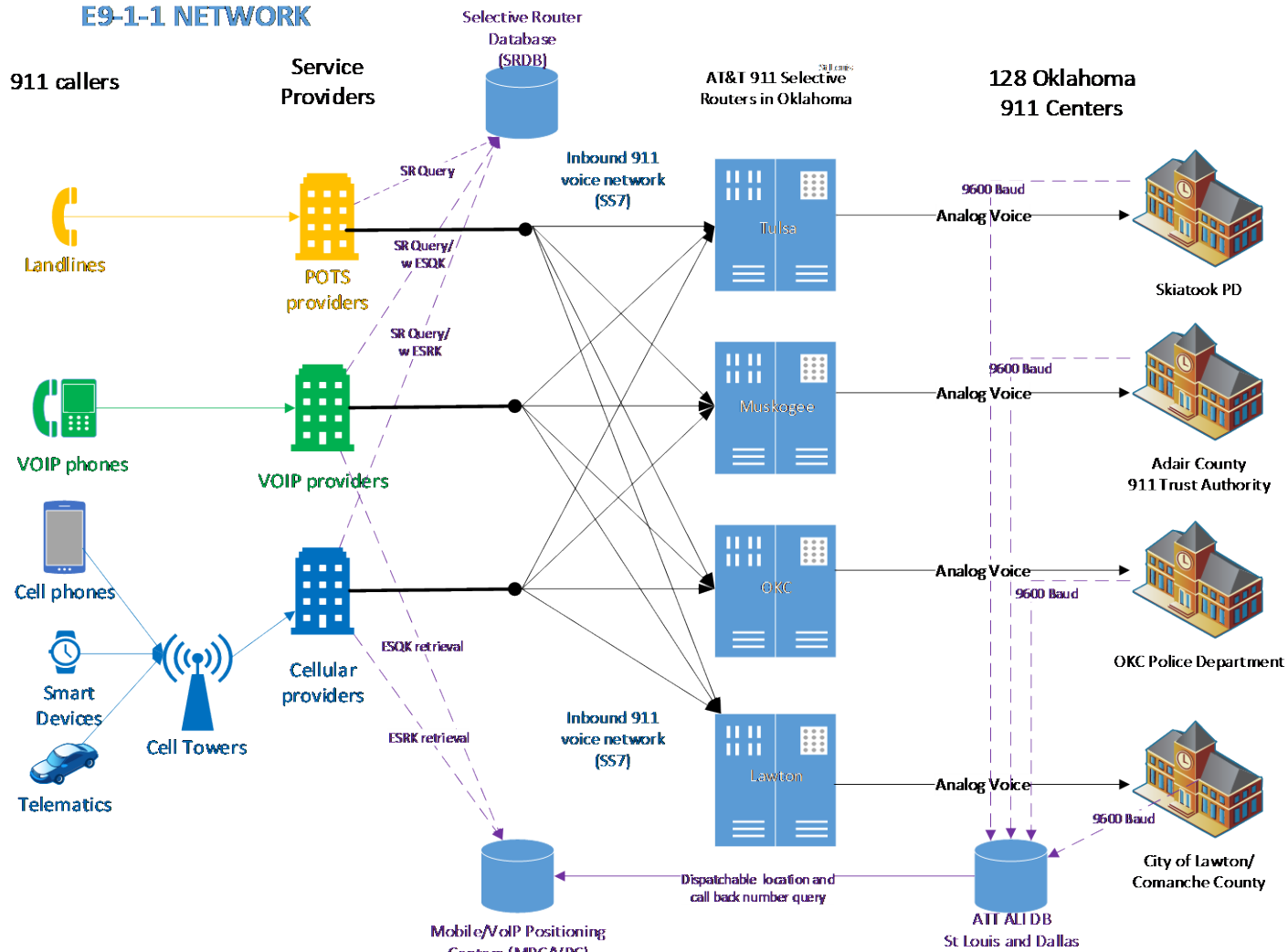


Figure 1: Legacy Network

\* 9600 Baud is the speed of the legacy connectivity for providing caller location information.

## OKLAHOMA FUTURE NG9-1-1 NETWORK

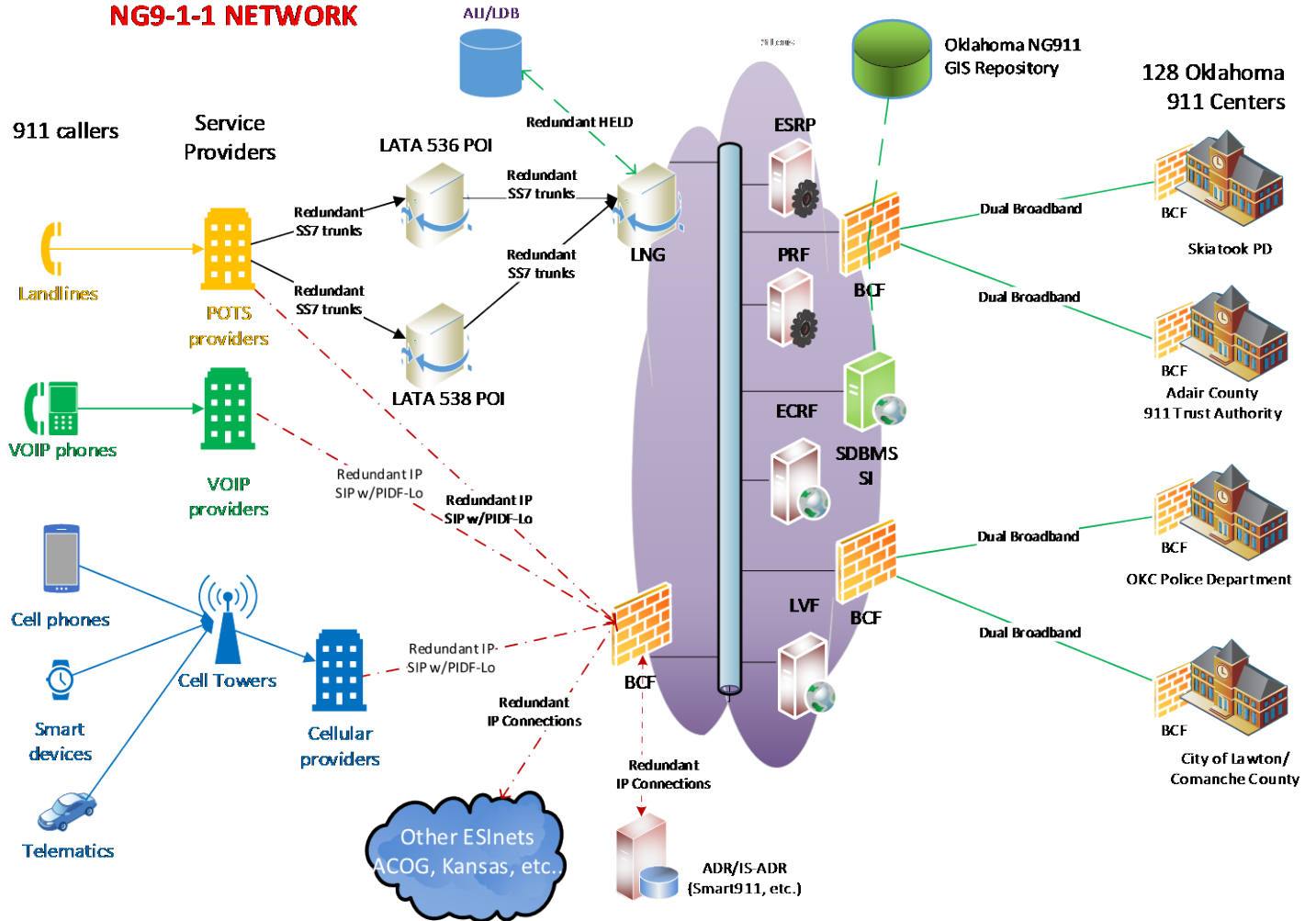


Figure 2: NG9-1-1 Network



Definitions of the acronyms used in the two figures above are provided below.

Abbreviation	Definition
ADR/IS-ADR	Additional Data Repository/Identity Searchable – Additional Data Repository
ALI	Automatic Location Identification
BCF	Border Control Function
E9-1-1	Enhanced 911
ECRF	Emergency Call Routing Function
ESInet	Emergency Services Internet Protocol (IP) Network
ESQK	Emergency Services Query Key
ESRK	Emergency Services Routing Key
ESRP	Emergency Services Routing Proxy
GIS	Geographic Information System
LDB	Location Database
LNG	Legacy Network Gateway
LVF	Location Validation Function
NG9-1-1	Next Generation 911
PIDF-LO	Presence Information Data Format – Location Object
POI	Point of Interconnect
POTS	Plain Old Telephone Service
PRF	Policy Routing Function
SDBMS SI	Spatial Database Management System Spatial Interface
SIP	Session Initiation Protocol
SR Query	Selective Router Query
SS7	Signaling System 7
VoIP	Voice over Internet Protocol

## 4 Geographic Information Systems



OK911MA has made great strides in preparing Oklahoma jurisdictions to provide the required GIS necessary for a successful NG9-1-1 transition. However, the further implementation of a large-scale, enterprise-wide capability such as geospatial data collection, aggregation, validation, and dissemination will require a tremendous effort through a phased approach, significant stakeholder coordination and collaboration, and adequate and sustained funding streams. To continue building on the successes realized to date, OK911MA will focus on several critical actions within its GIS initiative.

### Initiative

#### Priority



Provide a collaborative environment for GIS providers and addressing authorities to support the further development and maintenance of GIS data to advance the NG9-1-1 migration at every level of government.

#### 4.1 Continue Work on NG9-1-1 GIS Plan for the State

##### *Roll out GIS training for local leadership*

Actions will include:

- Adding modules to two levels of training for the State's toolkit
- Creating a training module and materials for 9-1-1 leadership to understand the need for NG9-1-1 GIS-ready data

OK911MA's education campaign will provide details on the need for NG9-1-1-ready data for call routing and location services. This also should include highlighting the benefits of GIS data sharing, open GIS data, and the benefits to NG9-1-1 and emergency response to collaborative GIS data management.

The NG9-1-1 transition plan must include strategies for assisting local authorities with creating and maintaining NG9-1-1 GIS data.

If jurisdictions do not actively develop, maintain, and share the requisite local GIS data, OK911MA should be prepared—and authorized—to hold agencies accountable.

##### *Annual review of Oklahoma GIS standards for alignment to NENA standards and National 911 Program best practices*

Actions will include:

- Maintaining alignment between Oklahoma GIS data standards and national standards
- Responding to NENA updates of GIS standards

Oklahoma has built a robust set of standards based on national standards and best practices. Many of these are beyond the general specifications for GIS data practiced by GIS professionals today. The importance of adhering to the statewide NG9-1-1 GIS standards should be highlighted during the educational campaign and reinforced frequently through state and regional GIS workgroups.

### *Annual progress report for GIS plan for NG9-1-1*

Actions will include:

- Updating this strategic plan annually
- Defining performance metrics for reporting
- Review State Office of Geographic Information expectations and processes
- Reporting on successes in defining coordination between jurisdictions, uploading data by PSAP boundary, and annual review results
- Reporting on missed metrics and providing plans to resolve the shortcoming

OK911MA has laid a solid foundation for the migration to NG9-1-1 across the state. To continue to show value and solid return on investment, it is incumbent upon OK911MA to measure each success as it is achieved in accordance with this plan. OK911MA should use the annual updates to this plan to advertise successful completion of strategic goals as well as maintaining a multi-year rolling set of goals. To preserve transparency to the stakeholders, OK911MA should report on missed metrics and update the plan accordingly.

### *Improve the State's GIS readiness on data maintenance and jurisdictional boundaries*

Actions will include:

- Continuing to build a workable statewide GIS dataset
- Establishing an update frequency goal for GIS data maintenance
- Aligning jurisdictional boundary data

The core of the NG9-1-1 migration is seamless GIS data across the state and matched to jurisdictions' GIS data in neighboring states. OK911MA can promote achieving this lofty goal by encouraging the upload of jurisdictions' GIS data to the State repository, supporting entities that need assistance in preparing their GIS data, and providing additional outreach and education to those that have GIS data but are reluctant to share it.

As of the first quarter of 2022, nine jurisdictions have loaded their GIS data into the State data repository. State grant funding for GIS must remain a priority for the coming years until GIS data for every jurisdiction is created, improved to meet state and national standards, and loaded into the repository.



Proper funding is imperative for ensuring the best standards of service are being met in the transition to NG9-1-1. Without a comprehensive funding model for the transition to NG9-1-1 technology, there will inevitably be disparity in the level of 9-1-1 service delivered statewide. The current 9-1-1 fees collected by the State may not be sufficient to support the NG9-1-1 transition or to sustain the operations and technology upgrades that will be required; as such, additional funding sources should be examined. HB 3126 increased fees but did not specify how those fees would be locally allocated—thus, with one exception, PSAPs spent the revenue on local operating costs and did not save for NG9-1-1 technology.

## Priority



Create a sustainable funding model to ensure statewide parity of 9-1-1 service.

The table below illustrates the amount of revenue currently being deposited into the OK911MA account, the budgeted expenses and capital outlay, along with the remaining amount available for grants or NG9-1-1.

OK911MA Revenue & Expenditures	
2022 Annual Income	\$2,492,617
Budgeted Expenses and Capital Outlay	<\$1,219,375>
NET – Amount available each year for grants* or NG9-1-1	\$1,273,242

*\* Grant funding is necessary to ensure rural Oklahoma is able to maintain parity of 9-1-1 service and technology.*

## Initiative

### 5.1 Develop a Sustainable Funding Strategy

OK911MA should perform a detailed funding study to include a baseline of the most current PSAP revenue and expenses reported to OK911MA by each PSAP for legacy 911 operations; projected costs for NG9-1-1 transition; and estimates of future costs for NG9-1-1 services per PSAP.

This study would use data already collected in the annual Oklahoma PSAP reporting forms to establish a high and low end of cost estimates for each PSAP's transition. The study would establish how PSAPs are currently using 9-1-1 funds and what standards of service are being offered. A PSAP-by-PSAP comparison would inform OK911MA of those PSAPs that need support to meet 9-1-1 service delivery standards. The study would also identify which PSAPs have funding challenges and why, such as geographical distance from available networks, low population, or aging equipment.

Using the current per capita cost for E9-1-1 services for each PSAP would pinpoint those PSAPs with higher-than-average costs per population and suggest solutions for lowering those costs (e.g., improved use of technology, cessation of 9-1-1 fee diversion, additional funding sources, sharing resources with neighboring PSAPs, or combining PSAPs).

In keeping with the legislative direction of SB 687, OK911MA must establish rules for interoperability between NG9-1-1 systems. This legislation also requires local NG9-1-1 plans to align with the statewide plan—thus the funding study must identify those elements of NG9-1-1 that align with OK911MA's strategic plan including standards for operations and training, i3-compliant equipment and core services, and public-safety-grade availability. This will involve a comparison of the current funding to future needs to determine if an increase to the 9-1-1 telephone surcharge is necessary and to evaluate additional funding, some of which exist in a few Oklahoma PSAPs today as public safety sales taxes and tariffs on legacy phone systems.

Consideration should be given to using tariffs to fund NG9-1-1 elements such as the IP selective router, ESInet connections, or other components as Colorado, Illinois, and California have done. Universal Service Funds (USFs) are another option based on the Federal Communications Commission's (FCC) Telecommunications Act of 1996. USFs are currently employed in Vermont to support the state's unified (statewide) 9-1-1 operations model. USFs are for states that have centralized oversight of their 9-1-1 system; local control over funding could be an issue.<sup>6</sup>

Finally, OK911MA should investigate using other grant and revolving funds to offset the cost of NG9-1-1, such as state broadband initiatives and highway safety funds. OK911MA should ensure the State's fiber expansion includes 9-1-1 PSAPs.

### *Create a sustainable funding model for the transition to and sustainability of NG9-1-1*

OK911MA should use the funding study to create a plan to pay for the NG9-1-1 transition and a model for sustainable funding of NG9-1-1 services. This could include plans for legislative updates to dictate the allowable uses of 9-1-1 funds and to protect against 9-1-1 fee diversion. This would ensure that the State remains eligible for future federal grant funds. Legislative changes should allow for OK911MA oversight and audit capability over all fees charged to any media used to request 9-1-1, including wireline, telematics, and alarm systems. The funding model should examine the redirection of 9-1-1 funding to prioritize investments in new technologies and also propose which elements of NG9-1-1 the State could fund and which elements will be individually funded by the PSAPs or collectively funded by regional governments. For example, the State might fund the NG9-1-1 network host sites, and the individual PSAPs would fund their i3-compliant CHE systems. Funding priorities must be established and adjusted as needed as Oklahoma follows the NG9-1-1 roadmap.

Other consideration should be given to those items that can be a one-time purchase using capital funds or grant money, such as network build-out or data center upgrades and those items that will be a recurring expense, such as a monthly cloud-based ESInet fee, which will require a sustainable funding source. Some local agencies will be burdened without monetary support from the State.

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<sup>6</sup> Information mentioned can be found on pages 47–54 of the Oklahoma NG9-1-1 Feasibility Study.



NG9-1-1 is often discussed as a technology issue, and it is, but it is equally challenging to operationalize the technology. OK911MA's support of the operational challenges during the migration to NG9-1-1 is essential to a successful transition. OK911MA should be prepared to provide guidance to PSAPs through training, procedural development support, and financial incentives as they adopt NG9-1-1 protocols.

## Priority



Mitigating operational challenges is essential to the successful transition to NG9-1-1.

## Initiatives

### 6.1 Develop a Strategy for Additional OK911MA Personnel

The statewide transition to NG9-1-1 will require OK911MA to provide significant support and guidance to local PSAPs and local leadership. OK911MA may find it necessary to hire additional personnel for that effort. OK911MA's mission to "provide focused leadership to empower local 9-1-1 authorities by educating, training, advocating, and guiding a statewide transition to emerging 9-1-1 emergency services" will not happen optimally or quickly without resources for OK911MA to oversee the effort.

OK911MA should identify workforce gaps for the transition and determine which resources could fill those gaps. The next steps would be to prioritize, request funding for, and hire or contract the specific resources needed for the transition to and sustainability of statewide NG9-1-1 services. MCP's *Next Generation 9-1-1 Feasibility Study Report*, dated August 2020, recommended adding four positions at a minimum:

- 9-1-1 field coordinator
- Training/Public education coordinator
- GIS coordinator
- Contracts manager

Please refer to that report for a detailed description of the positions' responsibilities and an informational chart on other states' state-level staffing.<sup>7</sup>

### 6.2 Leadership Development

One of the most important responsibilities of OK911MA is ensuring that local PSAP authorities are developing leaders within their organizations. 9-1-1 coordinators, 9-1-1 directors, and 9-1-1 managers will need to understand the changes required for NG9-1-1 and be prepared to handle tasks that were once outside the responsibility of a legacy PSAP. These tasks include understanding core services, call routing, GIS, and data intake, including the requirements for evidence preservation of data elements such as text, video, and images.

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<sup>7</sup> Information mentioned can be found on pages 100–106 of that report.

OK911MA should also ensure that PSAP authorities are trained in state policies, procedures, requirements, and funding for NG9-1-1. This could include grant writing, an overview of NG9-1-1 concepts, and 9-1-1 addressing for an NG9-1-1 environment.

OK911MA should create a leadership development plan for local PSAP authorities with the intention of training for all aspects of managing an NG9-1-1 PSAP; promoting leadership at all levels for local, regional, state and national participation; and educating on career paths for local PSAP leaders. OK911MA may choose to use local training programs, enlist the help of the Operations committee to develop leadership training, use training options available from NENA and APCO, and follow training standards and recommendations from the National 911 Program and CALEA.

## Conclusion

This *Oklahoma 9-1-1 Management Authority Strategic Plan* was designed to guide OK911MA toward its desired future for NG9-1-1. The strategic initiatives laid out as focal points for Oklahoma will serve as a roadmap to help OK911MA progress in the areas of governance, planning, and policy; communications; technology; GIS; funding; and operations and training. As OK911MA moves forward with implementing NG9-1-1, some priorities may shift based on milestone completion, technology advancements in the industry, or roadblocks encountered. Regular review of work completed against the initiatives will help establish a pattern of forward progress.

OK911MA is committed to helping deliver NG9-1-1 service to the state and is poised to continue working with stakeholders to implement the initiatives and priorities in this plan.



## Appendix A – NG9-1-1 Feasibility Study Master Recommendations

Master Recommendations	
GIS	Status
1. [GIS leaders] Actively participate in the GI Council as a forum for coordinating GIS efforts across the state to achieve a greater return on investment.	Complete
2. [OK911MA and the Office of Geographic Information] Provide a toolset for validating road centerline and address point geospatial data against the legacy ALI and MSAG data tables. It also should maintain a training program for using this toolset	Complete
3. [GI Council] Maintain a consistent coordination forum to benefit the regions and individual jurisdictions in establishing processes that facilitate more frequent sharing of geospatial data and incident response best practices.	In Progress
4. [OK911MA and the Office of Geographic Information] Establish program metrics and milestones to demonstrate and measure progress in the establishment and sustainability of the NG9-1-1 geospatial data program from a statewide view. The tracking of these metrics also should be duplicated at the local level and status provided to the State for risk tracking purposes.	In Progress
5. [GI Council] Continue to maintain a common geospatial data process across the state that will meet or exceed current NENA standards, to normalize data collection, maintenance, and distribution practices for public-safety-grade data	In Progress
6. [GIS programs in Oklahoma] Work in a collaborative environment, both across jurisdictional boundaries and vertically through all levels of government, to ensure data integrity across the state.	In Progress
7. [GI Council] Assess annually the infrastructure supporting the GIS data repository to confirm alignment with the State's goals for GIS data collection, aggregation, validation, and distribution to support public safety	In Progress
8. [GIS professionals in Oklahoma] Work with the GI Council to identify standards-based processes and procedures for GIS data, including extraction and dissemination to PSAP systems. a. Define and implement NENA-based GIS data standards. b. Design data workflows, from data steward to ESInet, including interdependencies and required schedules and deadlines. c. Develop SOPs for data creation and maintenance.	In Progress
9. [OK911MA and the Office of Geographic Information] Coordinate the development and maintenance of the GI Council's repository platform, which will include coordinating with other agencies and providing guidance on the design, review, and dissemination of maps and data files. Full system redundancy and elaborate security must be designed into the platform as core components.	In Progress
10. [Office of Geographic Information] Continue supporting public safety GIS programs at the local level through training and large-scale data collection programs.	In Progress

Master Recommendations	
11. [OK911MA and the Office of Geographic Information] Continue to promote the adoption of <i>The State of Oklahoma Geographic Information NG911 and Addressing Standard</i> for all public safety GIS datasets.	In Progress
12. [OK911MA and the Office of Geographic Information] Provide education, training, and collaboration opportunities for all data stewards to ensure program success.	In Progress
13. [OK911MA and the Office of Geographic Information] Provide stakeholders the training, governance, and outreach support necessary to successfully prepare geospatial data for the state's migration to NG9-1-1.	In Progress
14. [OK911MA and the Office of Geographic Information] Continue to support the GI Council to guide the NG9-1-1 implementation and to create and update the NG9-1-1 GIS strategic plan as needed.	In Progress
15. [Office of Geographic Information] Identify a senior-level GIS professional to oversee and coordinate the state's implementation of recommendations from this report and the NG9-1-1 GIS strategic plan.	Complete
16. [GI Council] Develop training requirements through coordination with both internal and external stakeholders, to disseminate information, gather user requirements, and raise capability awareness to maintain a sustainable program. a. Provide training on the advancements within the software and relational database management systems (RDBMS) used to create, maintain, store, and distribute GIS data. b. Provide updates on new requirements, standards, software, and training opportunities for GIS as they are discovered.	In Progress
17. Standardize GIS data across the state and coordinate with neighboring PSAPs in other states to realize a seamless, statewide 9-1-1 system.	In Progress
18. [OK911MA and the Office of Geographic Information] Identify the GIS data stewards at every jurisdiction within Oklahoma, and states neighboring an Oklahoma PSAP, and maintain a contact list for use by local GIS professionals.	In Progress
19. [GI Council] Establish a statewide datum that can be leveraged for regional data development.	In Progress
20. [GI Council] Define a geospatial data sharing methodology to reduce data update lag.	In Progress
21. [OK911MA and the Office of Geographic Information] Provide a toolset for cross-jurisdictional GIS data validation.	Complete
22. [OK911MA and the Office of Geographic Information] Create and maintain a centralized catalog of aggregated and validated statewide NG9-1-1-specific geospatial data.	Complete
23. Ensure PSAPs in Oklahoma are equal in GIS data availability, quality, and maintenance capabilities.	In Progress
24. [OK911MA and the Office of Geographic Information] Promote the use of the TFOPA scorecard at the local level as a progress tracking tool.	Not Started

Master Recommendations	
<p>25. [OK911MA and the Office of Geographic Information] Sponsor in-depth assessments within each jurisdiction to ensure NG9-1-1 readiness.</p> <p>26. [GI Council] Inventory existing GIS datasets within all jurisdictions across the state.</p> <p>27. Jurisdictions missing data, such as address points, or that are still using RR addressing should be funded first for database development projects.</p> <p>28. Jurisdictions with limited or no GIS data should be provided the assistance needed to develop their public safety datasets.</p>	In Progress
29. [OK911MA and the Office of Geographic Information] Assist the GI Council in developing templates for interlocal agreements and SLAs.	In Progress
30. [OK911MA] Maintain a continuous funding stream for State-sponsored systems.	Complete
31. [OK911MA and the Office of Geographic Information] Promote the development and maintenance of GIS data to standards best suited for the specific environment in the state in the interest of interoperability.	In Progress
<p>32. [OK911MA and the Office of Geographic Information] Cooperate on the development and delivery of an education and outreach program to increase awareness of regional and local jurisdictions for what is going to be expected for the transition to NG9-1-1.</p> <p>33. Promote adherence to the statewide data schema.</p> <p>34. Enforce the importance of coordinating data maintenance along jurisdictional boundaries.</p>	In Progress
35. [OK911MA and the Office of Geographic Information] Promote and support the development of standards.	Complete / In Progress
Governance: Legislative Guidance – Governance and State-level Authority	Status
1. Ensure procurement authority for ESInet and NGCS, and authority over more than just grant administration, such as the ability to procure the network and core services if OK911MA desires to build a statewide NG9-1-1 solution, as well as oversee the design requirements to ensure interoperability of multiple NG9-1-1 systems if regional NG9-1-1 systems are entertained.	In Progress
2. Ensure that OK911MA has the authority to develop performance criteria critical to the function and performance of networks and systems following industry-accepted best practices and standards; include the criteria (e.g., interoperability, cybersecurity, network uptime, call-answer time, training) in legislation after soliciting input from stakeholders.	In Progress
3. Ensure that OK911MA has the authority to require connectivity and interoperability between various NG9-1-1 solutions if a statewide solution is not pursued and regional jurisdictions can purchase their own NG9-1-1 solution.	Complete

Master Recommendations	
4. Verify that OK911MA can develop a master plan for NG9-1-1 and require local jurisdictional master plans to align with the State's master plan. This should be required in statute. An NG9-1-1 master plan, with stakeholder involvement in the planning process, should be written into statute-defined requirements. In addition, local/regional jurisdictions should be required to implement NG9-1-1 service in accordance with the statewide master plan identified in the statute.	Complete
5. Define in statute shared responsibilities between OK911MA, regional, and local jurisdictions pertaining to legacy 9-1-1, NG9-1-1, and the transitory period until end state NG9-1-1 implementation.	Not Started
Governance: Funding Authority Clarification	Status
1. Ensure that OK911MA can establish eligible uses for all collected 9-1-1 funds (wireline, wireless, VoIP, and pre-paid wireless).	Complete
2. Ensure that OK911MA has oversight and audit authority over wireline fund use within approved eligible uses. How the funds are used is essential to both fiduciary responsibility and to ensure that sufficient funds exist to carry out OK911MA's mission. OK911MA needs to ensure that enough money is available to implement NG9-1-1 service in Oklahoma. In addition, the FCC tracks states' use of 9-1-1 funds and requests accurate reporting on an annual basis. Certification regarding the appropriate use of funds is required to be eligible for federal grants.	Complete
3. Clarify OK911MA's use of wireless funds beyond the \$0.05 assigned to the 9-1-1 coordinator's office: can the remaining \$0.70 of the wireless fund be used by the State to pay for the NG9-1-1 network, or must all of it be returned to the jurisdictions in the form of grants?	Complete
4. Remove the following from the statute: "Audit expenses shall be reimbursable pursuant to procedures established by OK911MA if the audit is approved by the Authority." Local jurisdictions or the State should not hesitate to request an audit if they suspect an audit is necessary, nor should they have to pay for an audit regardless of whether it results in a correction.	Not Started
5. Ensure sufficient authority to secure and manage federal grants that are dependent on validation and verification of the use of funds statewide and locally.	Complete
Governance: Governance and State Level Authority	Status
1. Review OK911MA composition and representation: <ul style="list-style-type: none"> <li>a. Determine if carrier/vendor representation on the board as voting members is still appropriate and consider moving them to nonvoting/advisory status.</li> <li>b. Consider whether some key stakeholders are missing from board representation (e.g., NGCS providers, cybersecurity SMEs, financial advisors, GIS) as voting or nonvoting members.</li> <li>c. Consider adding first responder stakeholder groups (e.g., fire/rescue, EMS and law enforcement associations) to board representation.</li> </ul>	In Progress
2. Consider changing the even number of board members to an odd number; implement an appeals process.	In Progress

Master Recommendations	
3. Require an annual or biannual report to the legislature to demonstrate NG9-1-1 progress.	In Progress
4. Develop a comprehensive statewide NG9-1-1 strategic plan with input from stakeholders that includes a vision, mission, and actionable goals with timelines.	In Progress
5. If regional NG9-1-1 systems are permitted, local/regional jurisdictions should be required to implement NG9-1-1 service in accordance with the statewide master plan. Develop a process for OK911MA approval.	Complete
6. Amend rules to ensure interoperability with the state NG9-1-1 system if the state is going to permit regional jurisdictions to implement an NG9-1-1 system.	In Progress
Governance: NG9-1-1 Implementation	Status
1. Consider revisions to statute that allow OK911MA to establish technical and operational standards as part of their fiduciary responsibility and oversight, including, but not limited to, interoperability and cybersecurity standards.	Not Started
2. Include the ability for operational and technical committees to recommend standards and best practices for technical requirements of NG9-1-1 systems, interoperability, data management, and security controls in rules.	In Progress
3. Consider revisions to statute that add responsibility to OK911MA to coordinate its activities with local 9-1-1 and public safety entities and ensure the responsibility and authority to provide technical assistance for effective statewide 9-1-1 operations.	Not Started
4. Develop template for MOUs and NDAs necessary to clarify roles and responsibilities between state and regional jurisdictions for financial, operational, and data sharing purposes.	Not Started
5. Ensure that for every authority given in statute or rules, OK911MA has a written QA policy and procedure.	Not Started
6. Include compliance timeframes in rules, master plan, and policies and procedures.	Not Started
Governance: NG9-1-1 Operations	Status
1. Provide OK911MA with the ability to collect data to achieve a comprehensive understanding of NG9-1-1 systems to evaluate general system performance.	Not Started
2. Require sufficient audit information/data from OTC to validate proper fee collection from wireless service and VoIP providers. (Administrative Rule 145:15-5-2)	Complete
3. Enable the sharing of essential PSAP data while protecting data confidentiality and privacy issues.	Not Started
4. Remove references in statute to specific state agencies and replace those references with functional descriptions.	In Progress
5. Change all terms in statute and rules to technology-neutral terms.	Complete

Master Recommendations	
6. Determine consistent minimum 9-1-1 record retention schedules and identify in rules and statutes.	Not Started
7. Add appropriate liability protections for technology providers and ensure references are technology- and vendor-agnostic.	Not Started
8. Require local jurisdictions to certify that they understand and comply with all federal laws such as ADA and HIPAA.	Not Started
9. To ensure consistent messaging, OK911MA should consider the need for additional responsibility for a comprehensive statewide public education program.	Not Started
10. Consider updating references to PSAP personnel to reflect the complex and larger role the PST plays in the emergency communications ecosystem.	In Progress
Governance: Funding	Status
1. Define eligible uses of 9-1-1 funds including NG9-1-1 elements in alignment with an NG911 strategic plan as assigned to the Technical Committee.	Complete
2. Define funding priorities based on NG9-1-1 strategic plan. Review and, if necessary, adjust on an annual basis.	In Progress
3. Strengthen statute language to protect against fund diversion (including interest from the fund) or funds being transferred to the general fund without a supermajority vote to secure the ability to receive future federal grant funds.	Not Started
Governance: Grantmaking	Status
1. Add enabling legislation that allows OK911MA to pursue, accept, and manage federal and private grant funds and gifts.	Not Started
2. Clarify in policy how grant funds can be used.	Not Started
Governance: Budget Oversight	Status
1. Allow OK911MA oversight and audit capability over wireline fund use.	Not Started
2. Add oversight of both wireline and wireless funds at the local level through their annual submission and approval of their annual 9-1-1 plan/forms.	Not Started
3. Update statute language and 9-1-1 forms/plans to replace “emergency telephone systems” with applicable NG9-1-1 terms for the network, core services, and CHE.	In Progress
4. Ensure statute includes the ability to request an audit of wireline service providers as needed to ensure accurate submission of 9-1-1 revenues.	Complete
5. Remove references to the carrier reimbursement for audit expense; audits requested of wireline and wireless carriers should be at the expense of the carrier.	Not Started
6. Remove reference in the statute that allows for cost recovery to wireless carriers and “successor technology.”	Not Started
7. Make applicable changes to allow for purchase or use of services from other state agencies to support NG9-1-1 implementation.	Not Started

Master Recommendations	
8. Add requirement in legislation for a report to the legislature prior to the start of the budget approval process (annually or biannually).	In Progress
Governance: Annual Review of Policy and Procedures	Status
1. [OK911MA] Formalize a process for policy review by engaging in an annual policy roundtable with staff and key stakeholders to review current policies, discuss any recommended changes, and identify any new policies for development.	Not Started
Governance: State Program Comparison – Audit	Status
1. [OK911MA] Consider conducting a baseline audit to ensure that the amount of 9-1-1/E9-1-1 fees collected from subscribers matches the service provider's number of subscribers. The cost of conducting the audit will have to be weighed against the potential for increased fee collections. OK911MA may want to identify that the cost of conducting the audit is at a carrier's expense.	Not Started
2. [OK911MA] Consider an audit of how local 9-1-1 jurisdictions are using 9-1-1 funds distributed to their agency to establish a clear understanding and to ensure compliance with federal requirements regarding fund diversion concerns.	Not Started
Governance: State Program Comparison – Standards	Status
1. [OK911MA] Determine NG9-1-1 standards to ensure an interoperable statewide level of service. a. If a statewide solution is selected, technical standards for local jurisdictions related to data and GIS sharing with border PSAPs, both within the state and with neighboring states, will be necessary; training guidelines, call routing standards, network management, overflow and system COOP standards, and many more issues will be required. b. If a hybrid approach is adopted, all of the above and many more standards will be required (e.g., technical interoperability and security standards to link jurisdictional controlled systems to the state network, data reporting requirements, cost reporting, policy and procedure coordination, and others).	In Progress
Governance: State Program Comparison – Fee Collection	Status
1. Consider equalizing the rate of collection on wireline devices to match those of other service types. Neutrality of fee collection is a best practice that many states have adopted.	In Progress
Governance: State Program Comparison – Use of Funds	Status
1. [OK911MA] Guide local 9-1-1 jurisdictions in the use of funds already collected and distributed to ensure parity of 9-1-1 service across the state.	In Progress
Governance: State Program Comparison – State Planning Guidance	Status
1. [OK911MA] Take a strong role in guiding the design of the NG9-1-1 system and migration toward higher levels on the maturity matrix.	In Progress
2. Consider enhancing the role of OK911MA and the statewide 9-1-1 program in GIS oversight.	In Progress



Master Recommendations	
3. [OK911MA] Update data collection tool to ensure collection of the information requested by the FCC and the National 911 Program.	In Progress
Governance: State Program Comparison – Major Considerations	Status
1. Provide strong guidance and direction to enhance system effectiveness and fiscal responsibility.	In Progress
2. Audit fund use under current rules.	Not Started
3. Revise fund use opportunities for NG9-1-1.	Not Started
4. Audit fund collection.	Not Started
5. Direct migration strategies for NG9-1-1 implementation.	Not Started
6. Work with the Office of Geographic Information to enhance GIS for 9-1-1 in the state.	In Progress
7. Update data collection for national requirements.	In Progress
8. Establish interoperability standards and technical requirements.	In Progress
Governance: Interstate Communication – Transition	Status
1. Nurture champions and early adopters as examples of leaders willing to move the transition forward for improved service delivery.	In Progress
2. Stay informed of neighboring state transition activities for possible impact on the state system or border PSAP transition issues.	In Progress
Governance: Interstate Communication – Coordination	Status
1. Clearly define levels of authority and requirements with respect to network health and maintenance processes.	In Progress
2. Consider a communication plan that is informative and educational and serves as a vehicle to guide local 9-1-1 authorities in their responsibilities and requirements.	Not Started
3. [OK911MA] Initiate a strong guidance role as it relates to policy coordination.	In Progress
4. Engage stakeholders in the coordination of policies to ensure call routing flexibility, service continuity, and training standards among PSAPs.	In Progress
Governance: Interstate Communication – Governance	Status
1. Ensure strong, clear statewide governance policy and direction, regardless of the solution selected.	In Progress
2. [OK911MA] Ensure coordinated policies and procedures.	Not Started
3. Clearly define roles and responsibilities.	Not Started
Governance: Interstate Communication – Process	Status
1. Develop a master agreement with general requirements and the ability for local 9-1-1 jurisdictions to include their own operational and jurisdictional technical requirements; this will make local acceptance and legal review easier.	Not Started



Master Recommendations	
2. Formalize agreements and codify understanding between state and local authorities and between local authorities.	In Progress
3. Tie metrics and performance to desired outcomes, regardless of the solution option selected.	In Progress
4. Develop a mechanism to keep informed of local NG9-1-1 migration progress, especially if local jurisdictions will be allowed to implement their own systems. Expect and request regular progress updates and continually communicate progress reports to stakeholders.	Not Started
5. Mutually agree on testing requirements and performance measures.	Not Started
Governance: Interstate Communication – Financial	Status
1. Address cost-allocation openly and fairly; communicate financial demarcation and responsibility honestly.	In Progress
2. Improve knowledge and buy-in with communication on fiscal status reporting to educate stakeholders and keep them informed.	In Progress
3. Seed some small projects to get people working together and experiencing small “wins.”	In Progress
4. Encourage information-sharing on costs, fiscal reporting methods, grant opportunities, and other financial considerations that assist local jurisdictions and OK911MA.	In Progress
5. Inform on any changes, expansion, or contraction of 9-1-1 fund usage.	In Progress
Governance: Interstate Communication Recommendations – Federal Partner Collaboration	Status
1. Facilitate discussions between military installations and local 9-1-1 authorities related to NG9-1-1 migration.	In Progress
2. Explore ways the military can integrate its systems to the local jurisdictional service and improve situational awareness for both the military and the local jurisdiction and enhance mutual aid.	In Progress
3. Educate on the benefits of working together and the consequences of transitioning without collaboration and integration.	In Progress
4. Encourage consistency with the State plan.	In Progress
5. Provide leadership and assistance with formal agreements and interoperability models.	In Progress
Governance: Interstate Communication Recommendations – Major Considerations	Status
1. Enhance information sharing; develop a statewide communications plan to improve understanding and increase collaboration.	In Progress
2. Facilitate statewide standards development.	In Progress
3. Establish clear statewide governance policy and direction.	Not Started

Master Recommendations	
4. Tie metrics and performance to contracts to improve outcomes and increase understanding of responsibilities.	Not Started
5. Develop model interoperability agreements and encourage formalized understanding among 9-1-1 jurisdictions.	Not Started
6. Develop an equitable cost-allocation model.	In Progress
7. Facilitate integration and enhancement of the collaboration with federal installations and local jurisdictions.	In Progress
Training and Operations	Status
1. [OK911MA] Update legislation to recognize 9-1-1 call-takers as public safety professionals and re-classify 9-1-1 call-takers to more accurately reflect the expanded types of information for which they will be responsible in an NG9-1-1 environment.	In Progress
2. Continue to pursue enabling legislation to provide the authority to OK911MA to create 9-1-1 minimum training requirements that expand past the 9-1-1 call-taker role.	In Progress
3. Establish statewide adoption of certification and recertification programs for 9-1-1 PSTs based upon national standards.	Not Started
4. Expand 9-1-1 call-taker curriculum to include training on QA/QI.	Not Started
5. Increase training programs and curriculum to include training for dispatchers, CTOs, QA/QI specialists, and supervisory personnel.	Not Started
6. Hire a training coordinator to manage the statewide training program.	In Progress
7. Procure software to automate the compliance and audit process.	Not Started
8. Develop a centralized repository of training and educational resources to help individual PSAPs and regions meet minimum training standard requirements.	In Progress
9. Create a revision cycle process to ensure training standards are relevant.	Not Started

## Appendix B – Next Generation 9-1-1 Cost Analysis Information

Vendor estimates and OK911MA financial data are provided below.

Assumptions are as follows:

- The cost analysis is based on population totals served by Oklahoma PSAPs provided by OK911MA.
- The cost estimates shown are rough order of magnitude (ROM) pricing provided by vendors during due diligence sessions and may not represent a true comparison of pricing between vendors.
- Estimates do not include PSAPs within the ACOG service area as ACOG is securing its own NG9-1-1 system.
- OK911MA financial data is based on the 9-1-1 Fee Deposit Report, and FY22 Continuous Budget Report presented at OK911MA's March 3, 2022, board meeting.

Vendor Estimates from Due Diligence Sessions		Per Person / Per Month
Lowest Estimate		\$0.09
Highest Estimate		\$0.20
Total Population served by OK911MA supported PSAPs		3,353,944
NGCS and ESInet Total Cost Estimate per Year		
Lowest Estimate		\$3,622,259.52
Highest Estimate		\$8,049,465.60

OK911MA 5-Year Revenue & Expenditure Projections					
	Year One	Year Two	Year Three	Year Four	Year Five
<b>Annual Income</b>	\$2,492,617.00	\$2,542,469.34	\$2,593,318.73	\$2,645,185.10	\$2,492,617.00
<b>Carryover</b>	\$7,532,610.00	\$1,761,435.77	-\$4,014,612.68	-\$9,796,180.11	-\$7,532,610.00
<b>Revenue Total</b>	\$10,025,227.00	\$4,303,905.11	-\$1,421,293.96	-\$7,150,995.01	-\$10,025,227.00
<b>Operational Expenses, Capital Outlay Total</b>	\$1,524,218.75	\$1,569,945.31	\$1,617,043.67	\$1,665,554.98	\$1,524,218.75
<b>Grant Program</b>	\$300,000.00	\$309,000.00	\$318,270.00	\$327,818.10	\$300,000.00
<b>Total Current Expenditures</b>	\$1,824,218.75	\$1,878,945.31	\$1,935,313.67	\$1,993,373.08	\$1,824,218.75
<b>NG9-1-1 Cost Estimate</b>	\$6,439,572.48	\$6,439,572.48	\$6,439,572.48	\$6,439,572.48	\$6,439,572.48
<b>NET - Amount available each year for NG9-1-1</b>	\$1,761,435.77	-\$4,014,612.68	-\$9,796,180.11	-\$15,583,940.57	-\$1,761,435.77

\* Grant funding is necessary to ensure rural Oklahoma is able to maintain parity of 9-1-1 service and technology.



OKLAHOMA 2023 LANDLINE COLLAPSE AND  
NEXT GENERATION 9-1-1 BILL

AUTHOR - REP. JIM GREGO (R) LATIMER AND PITTSBURG  
COUNTIES

AS OF JANUARY 5<sup>TH</sup>, 2023 BILL NUMBER HAS NOT YET BEEN ASSIGNED

# Oklahoma 9-1-1 Management Authority Act

## Section 2861 - Short Title

This act shall be known and may be cited as the "Oklahoma 9-1-1 Management Authority Act".

## Section 2862 - Definitions

As used in the Oklahoma 9-1-1 Management Authority Act:

1. "Authority" means the Oklahoma 9-1-1 Management Authority created in [Section 2863](#) of this title;
2. "Governing body" means the board of county commissioners of a county, the city council, tribal authority or other governing body of a municipality, or a combination of such boards, councils or other municipal governing bodies including county or municipal beneficiary public trusts, or other public trusts which shall have an administering board. A governing body made up of two or more governmental entities shall have a board consisting of not less than three members and shall consist of at least one member representing each governmental entity, appointed by the governing body of each participating governmental entity, as set forth in the agreement forming the board. The members of the board shall serve for terms of not more than three (3) years as set forth in the agreement. Members may be appointed to serve more than one term. The names of the members of the governing body board and the appointing authority of each member shall be maintained in the office of the county clerk in the county or counties in which the system operates, along with copies of the agreement forming the board and any amendments to that agreement;
3. "Next-generation 9-1-1" or "NG9-1-1" means an:
  - a. IP-based system comprised of hardware, software, data, and operational policies and procedures that:
    - (1) provides standardized interfaces from emergency call and message services to support emergency communications,
    - (2) processes all types of emergency calls, including voice, text, data and multimedia information,
    - (3) acquires and integrates additional emergency call data useful to call routing and handling,
    - (4) delivers the emergency calls, messages and data to the appropriate public safety answering point and other appropriate emergency entities,
    - (5) supports data or video communications needs for coordinated incident response and management, and provides broadband service to public safety answering points or other first responder entities, or
  - b. IP-based system comprised of hardware, software, data and operational policies and procedures that conforms with subsequent amendments made to the definition of Next Generation 9-1-1 services in Public Law 112-96;
4. "9-1-1 emergency telephone service" means any telephone system whereby telephone subscribers may utilize a three-digit number (9-1-1) for reporting an emergency to the

appropriate public agency providing law enforcement, fire, medical or other emergency services, including ancillary communications systems and personnel necessary to pass the reported emergency to the appropriate emergency service and which the wireless service provider is required to provide pursuant to the Federal Communications Commission Order 94-102 (961 Federal Register 40348);

5. "9-1-1 wireless telephone fee" means the fee imposed in [Section 2865](#) of this title to finance the installation and operation of emergency 9-1-1 services and any necessary equipment;
6. "Place of primary use" means the street address representative of where the use of the mobile telecommunications service of the customer primarily occurs, which shall be the residential street address or the primary business street address of the customer and shall be within the licensed service area of the home service provider in accordance with [Section 55001 of Title 68](#) of the Oklahoma Statutes and the federal Mobile Telecommunications Sourcing Act, P.L. No. 106-252, codified at 4 U.S.C. 116-126;
7. "Prepaid wireless telecommunications service" means a telecommunications wireless service that provides the right to utilize mobile wireless service as well as other telecommunications services including the download of digital products delivered electronically, content and ancillary services, which are paid for in advance and sold in predetermined units or dollars of which the number declines with use in a known amount;
8. "Proprietary information" means wireless service provider or VoIP service provider, subscriber, market share, cost and review information;
9. "Public agency" means any city, town, county, municipal corporation, public district, public trust, substate planning district, public authority or tribal authority located within this state which provides or has authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services;
10. "Public safety answering point" or "PSAP" means an entity responsible for receiving 9-1-1 calls and processing those calls according to specific operational policy;
11. "Public safety telecommunicator" means a person who performs a public service by processing, analyzing, and dispatching calls for emergency assistance. The person is a first responder that provides pre-arrival instructions and has specialized training to mitigate the loss of life and property;
12. "Wireless service provider" means a provider of commercial mobile service under Section 332(d) of the Telecommunications Act of 1996, 47 U.S.C., Section 151 et seq., Federal Communications Commission rules, and the Omnibus Budget Reconciliation Act of 1993, Pub.L. No. 103-66, and includes a provider of wireless two-way communication service, radio-telephone communications related to cellular telephone service, network radio access lines or

the equivalent, and personal communication service. The term does not include a provider of:

- a. a service whose users do not have access to 9-1-1 service,
  - b. a communication channel used only for data transmission, or
  - c. a wireless roaming service or other nonlocal radio access line service;
13. "Wireless telecommunications connection" means the ten-digit access number assigned to a customer regardless of whether more than one such number is aggregated for the purpose of billing a service user; and
14. "Voice over Internet Protocol (VoIP) provider" means a provider of interconnected Voice over Internet Protocol service to end users in the state, including resellers.
15. "Landline telecommunications connection" means a ten-digit access number assigned to a customer that utilized analog communications over a wired transmission line that travels underground or on telephone poles.

#### **Section 2863 - Oklahoma 9-1-1 Management Authority - Members - Chair - Administrative Support**

- A. There is hereby created the Oklahoma 9-1-1 Management Authority which shall be the governing board overseeing the development and regulation of 9-1-1 emergency systems in this state and managing the distribution of all 9-1-1 telephone fees collected pursuant to the provisions of Section 5 of this act.
- B. The Authority shall be composed of the following members:
1. One member representing a tribal authority that operates a 9-1-1 system to be appointed by the President Pro Tempore of the Senate;
  2. One member representing a statewide organization dedicated to public safety to be appointed by the President Pro Tempore of the Senate;
  3. One member representing a statewide organization dedicated to career development for emergency number professionals to be appointed by the Governor;
  4. One member representing a statewide organization dedicated to representing Oklahoma municipalities to be appointed by the Speaker of the House of Representatives;
  5. One member representing a statewide organization representing Oklahoma county commissioners to be appointed by the Governor;
  6. One member representing a statewide association of regional councils of government to be appointed by the President Pro Tempore of the Senate;
  7. The Chief Information Officer for the state, or designee;
  8. One member representing a substate planning district to be appointed by the Governor;
  9. Two members each representing a municipal government operating a 9-1-1 system and having a population of less than one hundred thousand (100,000), one to be appointed by the Speaker of the House of Representatives, and one to be appointed by the Governor;



10. One member representing a municipal government operating a 9-1-1 system and having a population of more than one hundred thousand (100,000) but less than four hundred fifty thousand (450,000) to be appointed by the Governor;
11. One member representing a municipal government operating a 9-1-1 system and having a population of more than four hundred fifty thousand (450,000) to be appointed by the Speaker of the House of Representatives;
12. One member representing an organization created by an interlocal agreement for the purpose of sharing public safety answering point duties and whose members are municipal governments with a population of less than four hundred fifty thousand (450,000) to be appointed by the Governor;
13. One member representing an organization created by an interlocal agreement for the purpose of sharing public safety answering point duties and whose members are municipal governments with a population of more than four hundred fifty thousand (450,000) to be appointed by the President Pro Tempore of the Senate;
14. One member who is a 9-1-1 Coordinator for a county with a population of less than twenty thousand (20,000) to be appointed by the Speaker of the House of Representatives;
15. One member who is a 9-1-1 Coordinator for a county with a population of more than twenty thousand (20,000) to be appointed by the President Pro Tempore of the Senate;
16. One member who is a 9-1-1 Coordinator for a county to be appointed by the Governor;
17. ~~One member representing a local exchange telecommunications service provider which serves less than fifty thousand (50,000) access lines in the state or a telephone cooperative to be appointed by the President Pro Tempore of the Senate;~~
18. ~~One member representing a local exchange telecommunications service provider which serves more than fifty thousand (50,000) access lines in the state to be appointed by the Speaker of the House of Representatives;~~
19. ~~One member representing a Tier I wireless carrier, as defined by the Federal Communications Commission, to be appointed by the Speaker of the House of Representatives;~~
20. ~~One member representing a Tier II wireless carrier, as defined by the Federal Communications Commission, to be appointed by the Speaker of the House of Representatives;~~
21. ~~One member representing a Tier III wireless carrier, as defined by the Federal Communications Commission, to be appointed by the President Pro Tempore of the Senate;~~
22. ~~One member representing the telephone industry to be appointed by the President Pro Tempore of the Senate; and~~
2317. The Oklahoma Secretary of Safety and Security or designee.

C. Five Non-Voting 911 industry members should include the following. Non-voting members are not required for a quorum. Non-voting members will not be included in executive sessions:

1. One member representing a local exchange telecommunications service provider which serves less than fifty thousand (50,000) access lines in the state or a telephone cooperative to be appointed by the President Pro Tempore of the Senate;
2. One member representing a local exchange telecommunications service provider which serves more than fifty thousand (50,000) access lines in the state to be appointed by the Speaker of the House of Representatives;
3. One member representing a Tier I wireless carrier, as defined by the Federal Communications Commission, to be appointed by the Speaker of the House of Representatives;
4. One member representing a Tier III wireless carrier, as defined by the Federal Communications Commission, to be appointed by the President Pro Tempore of the Senate; and
5. One member representing the telephone industry to be appointed by the President Pro Tempore of the Senate;

€D. Members shall serve at the pleasure of their appointing authority and vacancies shall be filled by the original appointing authority.

ÐE. Members shall receive no compensation for serving on the Authority.

~~E. At its first meeting annually the Authority shall designate a chair from its members. Meetings shall be held at the call of the chair.~~

F. The Authority shall be subject to the Oklahoma Open Records Act and the Oklahoma Open Meeting Act.

**G. The members of the Oklahoma 9-1-1 Management Authority shall be reimbursed for mileage or actual travel expense, whichever is less, to attend regular and special meetings when the travel exceeds 50 miles from their home or business whichever is closer to the meeting location.**

᠄H. The Oklahoma Department of Emergency Management shall provide legal, administrative, fiscal and staff support for the Authority. Expenses related to the provision of such services may be paid from funds available in the Oklahoma 9-1-1 Management Authority Revolving Fund created in Section 9 of this act, upon approval by a majority of the members of the Authority.

᠄I. Members serving on the Statewide Nine-One-One Advisory Board appointed pursuant to Section 2847 of Title 63 of the Oklahoma Statutes on the effective date of this act shall continue serving as members of the Oklahoma 9-1-1 Management Authority unless replaced by their appointing authority.

## Section 2864 - Powers and Duties of the Oklahoma 9-1-1 Management Authority

The powers and duties of the Oklahoma 9-1-1 Management Authority created in [Section 2863](#) of this title shall be to:

1. Approve or disapprove the selection of the Oklahoma 9-1-1 Coordinator by majority vote of the members. The Authority shall direct the Oklahoma 9-1-1 Coordinator to administer grants approved by the Authority pursuant to this section and perform other duties as it deems necessary to accomplish the requirements of the Oklahoma 9-1-1 Management Authority Act;
2. Prepare grant solicitations for funding for the purposes of assisting public agencies with funding for consolidation of facilities or services, deployment of Phase II technology or successor technology, development of next-generation 9-1-1 regional emergency service networks, and for other purposes it deems appropriate and necessary;
3. Work in conjunction with the Oklahoma Department of Emergency Management to create an annual budget for the Authority, which shall be approved by majority vote of the members;
4. Direct the Oklahoma Tax Commission to escrow all or any portion of funds collected pursuant to the Oklahoma 9-1-1 Management Authority Act attributable to a public agency, if the public agency fails to:
  - a. submit or comply with master plans to deliver Next Generation 9-1-1 (NG9-1-1) services as required by the Oklahoma 9-1-1 Management Authority Act and approved by the Authority. Local plans must align with the State's Master plan to deploy NG9-1-1,
  - b. meet standards of the National Emergency Number Association (NENA) limited to call-taking and caller-location technology or comply with an improvement plan to meet such standards as directed by the Authority,
  - c. submit annual reports or audits as required by the Oklahoma 9-1-1 Management Authority Act,
  - d. provide connectivity and interoperability between state, regional and local next-generation systems,
  - e. meet training requirements established by this act, or
  - f. comply with the requirements of the Oklahoma 9-1-1 Management Authority Act or procedures established by the Authority;
5. Establish and submit to the Tax Commission a list of eligible governing bodies entitled to receive 9-1-1 telephone fees and establish annual population figures and square miles for the coverage area PSAP for the purpose of distributing fees collected pursuant to [Section 2865](#) of this title; Distribution of the net monthly revenue from 911 fees after the distributions established in Section 2865, 2866 and 2867 will be provided to eligible governing bodies established by this section as followed:
  1. flat rate of \$3000 per month per PSAP; and
  2. From the remaining balance
    1. Ten percent (10%) to be derived by dividing the land area covered by the public agency's response area by the total land area of the state; and

2. Ninety percent 90% to be derived by dividing the population of each public agency's response area by the total population of the state using data from the latest available Census estimates as of July 1 of each year;
6. Assist any public agency the Authority determines is performing below standards of the NENA, as limited by paragraph 4 of this section, according to the improvement plan required by the Oklahoma 9-1-1 Management Authority Act. The Authority shall establish a time period for the public agency to come into compliance after which the Authority shall escrow funds as authorized in this section. Improvement plans may include consideration and recommendations for consolidation with other public agencies, and sharing equipment and technology with other jurisdictions;
7. Require an annual report from public agencies regarding operations and financing of the public safety answering point (PSAP) and approve, modify or reject such reports;
8. Conduct and review audits and financial records of the wireless service providers and review public agencies' audits and financial records regarding the collection, remittance and expenditures of 9-1-1 wireless telephone fees as required by the Oklahoma 9-1-1 Management Authority Act;
9. Develop a master plan to deploy next-generation 9-1-1 services statewide. This will include the development of performance criteria critical to the function and performance of NG9-1-1 networks and systems;
10. Establish rules for interoperability between state, regional and local NG9-1-1 systems;
11. Facilitate information-sharing among public agencies;
12. Create and maintain best practices databases for PSAP operations;
13. Encourage equipment- and technology-sharing among all jurisdictions;
14. Develop training program standards for public safety telecommunicators for call taking.
  - a. Training program standards shall include instruction on recognizing the need for and delivery of High-Quality Telecommunicator CPR (T-CPR) that can be delivered by 9-1-1 public safety telecommunicators for acute events requiring CPR including, but not limited to, out-of-hospital cardiac events (OHCA).
  - b. T-CPR training shall follow evidence-based, nationally recognized guidelines for high-quality T-CPR which incorporates recognition protocols for OHCA and continuous education;

15. Mediate disputes between public agencies and other entities involved in providing 9-1-1 emergency telephone services;
16. Provide a clearinghouse of contact information for communications service companies and PSAPs operating in this state;
17. Make recommendations for consolidation upon the request of public agencies;
18. May establish contracts for the necessary equipment and services to deliver 9-1-1 calls to the Public Safety Answering Points;
19. Establish an eligible use list for 9-1-1 funds; and
20. Take any steps necessary to carry out the duties required by the Oklahoma 9-1-1 Management Authority Act.

#### Section 2865 - 9-1-1 Telephone Fees

- A. Beginning January 1, 2017, there shall be imposed a 9-1-1 telephone fee as follows:
  1. ~~Seventy-five cents~~ One dollar and twenty-five cents (\$0.75 1.25) monthly on each wireless telephone connection and other wireless communication device or service connection with the ability to dial 9-1-1 for emergency calls;
  2. ~~Seventy-five cents~~ One dollar and twenty-five (\$0.75 1.25) monthly on each service ~~that is enabled by Voice over Internet Protocol (VoIP) or Internet Protocol (IP)~~ with the ability to dial 9-1-1 for emergency calls including landline; and
  3. ~~Seventy-five cents~~ One dollar and twenty-five (\$0.75 1.25) on each prepaid wireless retail transaction occurring in this state.
- B.
  1. For purposes of paragraph 3 of subsection A of this section, a retail transaction that is effected in person by a consumer at a business location of the seller shall be treated as occurring in this state if that business location is in this state. Any other retail transaction shall be sourced as provided in paragraphs 2 through 5 of this subsection as applicable.
  2. When the retail transaction does not occur at a business location of the seller, the retail transaction shall be sourced to the location where receipt by the consumer, or the consumer's donee, designated as such by the consumer, occurs, including the location indicated by instructions for delivery to the consumer or donee, known to the seller.
  3. When the provisions of paragraph 2 of this subsection do not apply, the sale shall be sourced to the location indicated by an address for the consumer that is available from the business records of the seller that are maintained in the ordinary course of the seller's business when use of this address does not constitute bad faith.
  4. When the provisions of paragraphs 2 and 3 of this subsection do not apply, the sale shall be sourced to the location indicated by an address for the consumer obtained during the

consummation of the sale, including the address of a consumer's payment instrument, if no other address is available, when use of this address does not constitute bad faith.

5. When none of the previous rules of paragraphs 1, 2, 3 and 4 of this subsection apply, including the circumstance in which the seller is without sufficient information to apply the previous rules, then the location shall be determined by the address from which the service was provided, disregarding for these purposes any location that merely provided the digital transfer of the product sold. If the seller knows the mobile telephone number, the location will be that which is associated with the mobile telephone number.
- C. ~~The fees authorized by subsection A of this section shall not be assessed on landline phone customers.~~
- D. The fees imposed in subsection A of this section shall replace any 9-1-1 wireless telephone fees previously adopted by any county pursuant to Section 2843.1 of Title 63 of the Oklahoma Statutes, or 9-1-1 VoIP emergency service fees adopted by a governing body pursuant to Section 2853 of Title 63 of the Oklahoma Statutes, or fees on prepaid wireless retail transactions pursuant to Section 2843.2 of Title 63 of the Oklahoma Statutes. Fees collected and transferred pursuant to those sections shall remain in effect through December 31, 2016.
- E. From each ~~seventy-five cent~~ one dollar and twenty five cent fee assessed and collected pursuant to subsection A of this section, twenty-five cents (\$0.25) shall be deposited into the Oklahoma 9-1-1 Management Authority Revolving Fund created pursuant to Section 9 of this act. Funds accumulating in this revolving fund shall be used to fund the salary of the Oklahoma 9-1-1 Coordinator and any administrative staff, operations of the Authority and any costs associated with the administration of the Oklahoma 9-1-1 Management Authority Act within the Oklahoma Department of Emergency Management, and for grants approved by the Authority for purposes as authorized in this act.

#### **Section 2866 - Collection and Apportionment of Telephone Fees - Collection Records - Annual Census - Monthly Report**

- A. 9-1-1 telephone fees authorized and collected by wireless service providers and Voice over Internet Protocol (VoIP) providers, pursuant to paragraphs 1 and 2 of subsection A of [Section 2865](#) of this title, from each of their end users residing in this state shall be paid to the Oklahoma Tax Commission no later than the twentieth day of the month succeeding the month of collection.
- B. From the total fees collected pursuant to paragraphs 1 and 2 of subsection A of [Section 2865](#) of this title, ~~one percent (1%) shall be retained by the wireless service provider or VoIP provider, and one-eighth tenths of one percent (1.8%) shall be retained by the Tax Commission~~ as reimbursement for the direct cost of administering the collection and remittance of the fees.

- C. Every billed service subscriber shall be liable for any 9-1-1 wireless telephone fee imposed pursuant to the Oklahoma 9-1-1 Management Authority Act until the fee has been paid to the wireless service provider.
- D. Fees imposed pursuant to the Oklahoma 9-1-1 Management Authority Act which are required to be collected by the wireless service provider or VoIP provider may be added to and shall be stated separately in any billings to the service subscriber.
- E. The wireless service provider or VoIP provider shall have no obligation to take any legal action to enforce the collection of any 9-1-1 wireless telephone fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act. Should any service subscriber tender a payment insufficient to satisfy all charges, tariffs, fees and taxes for wireless telephone or VoIP service, the amount tendered shall be credited to the 9-1-1 wireless telephone fee in the same manner as other taxes and fees.
- F. Any 9-1-1 fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act shall be collected insofar as practicable at the same time as, and along with, the charges for wireless telephone or VoIP service in accordance with the regular billing practice of the provider.
- G. Nothing in the Oklahoma 9-1-1 Management Authority Act shall be construed to limit the ability of a wireless service provider or VoIP provider from recovering its costs associated with designing, developing, deploying and maintaining enhanced 9-1-1 service directly from the service subscribers of the provider, whether the costs are itemized on the bill of the service subscriber as a surcharge or by any other lawful means.
- H. The wireless service provider or VoIP provider shall maintain records of the amount of 9-1-1 telephone fees collected in accordance with the provisions of the Oklahoma 9-1-1 Management Authority Act for a period of three (3) years from the time the fee is collected. The State Auditor and Inspector, the Oklahoma 9-1-1 Management Authority or any affected public agency may require an annual audit of the books and records of the wireless service provider or VoIP provider concerning the collection and remittance of fees authorized by the Oklahoma 9-1-1 Management Authority Act. Auditors shall have access to all information used by the wireless service provider or VoIP provider to calculate and remit the 9-1-1 telephone fee. Audit expenses shall be reimbursable pursuant to procedures established by the Oklahoma 9-1-1 Management Authority if the audit is approved by the Authority.
- I. The wireless service provider or VoIP provider shall provide to the Oklahoma 9-1-1 Management Authority an annual census showing the primary place of use of its subscribers located by county and either a municipality or unincorporated area. The census shall contain all subscribers as of December 31 of each year, and shall be provided to the Authority no later than February 1 of each year.

- J. All proprietary information provided by a wireless service provider or VoIP provider to the Authority shall not be subject to disclosure to the public or any other party.
- K. Within thirty (30) days of receipt, the Oklahoma Tax Commission shall pay available fees remitted pursuant to [Section 2865](#) of this title to the governing bodies that the Oklahoma 9-1-1 Management Authority has certified in accordance with [Section 2864](#) of this title as eligible to receive funds. The share to be paid to or escrowed for each governing body shall be determined by dividing the population of the governing body by the total population of the state using the latest Federal Decennial Census estimates.
- L. The Oklahoma Tax Commission shall provide the 9-1-1 Management Authority a monthly report showing the 9-1-1 wireless fee deposits including the name of the provider and the amount of each deposit. Upon request the 9-1-1 Authority may request telephone or mailing address information of the provider.

#### **Section 2867 - Collection and Apportionment of Prepaid 9-1-1 Fees - Monthly Report**

- A. Prepaid 9-1-1 wireless transaction fees authorized and collected pursuant to paragraph 3 of subsection A of [Section 2865](#) of this title from retailers shall be paid to the Oklahoma Tax Commission under procedures established by the Tax Commission that substantially coincide with the registration and payment procedures that apply under the Oklahoma Sales Tax Code and as directed by the Oklahoma 9-1-1 Management Authority. The audit and appeal procedures, including limitations period, applicable to the Oklahoma Sales Tax Code shall apply to prepaid 9-1-1 wireless telephone fees.
- B. From the total fees collected pursuant to paragraph 3 of subsection A of [Section 2865](#) of this title, ~~three percent (3%) shall be retained by the seller and one~~ eight tenths of one percent (1.8%) shall be retained by the Tax Commission as reimbursement for the direct cost of administering the collection and remittance of such fees.
- C. The prepaid 9-1-1 wireless transaction fee shall be collected by the retailer from the consumer for each retail transaction occurring in this state. The amount of the prepaid 9-1-1 wireless fee shall either be separately stated on the invoice, receipt or similar document that is provided to the consumer by the seller, or otherwise disclosed to the consumer.
- D. The prepaid 9-1-1 wireless telephone fee is the liability of the consumer and not of the seller or of any provider, except that the seller shall be liable to remit all prepaid 9-1-1 wireless telephone fees that the seller collects as provided in this section, including all charges that the seller is deemed to collect where the amount of the fee has not been separately stated on an invoice, receipt or other similar document.
- E. If the amount of the prepaid 9-1-1 wireless telephone fee is separately stated on the invoice, receipt or similar document, the prepaid 9-1-1 wireless telephone fee shall not be included in



the base for measuring any tax, fee, surcharge or other charge that is imposed by the state, any political subdivision of this state or any intergovernmental agency.

- F. The Oklahoma Tax Commission shall provide the 9-1-1 Management Authority with a monthly report showing the 9-1-1 wireless fee deposits including the name of the provider and the amount of each deposit. Upon request the 9-1-1 Authority may request telephone or mailing address information of the provider.

**Section 2871 - Short Title - Purpose - Application - Definitions - Regional Emergency Communication Districts - Control - Contracts - Master Plan - Annual Budget and Report**

- A. This act shall be known and may be cited as the "Regional Emergency 9-1-1 Services Act".
- B. It is the purpose of the Regional Emergency 9-1-1 Services Act to encourage formation of emergency communication districts in order to provide efficient delivery of emergency 9-1-1 service throughout the state.
- C. This act shall not apply to any 9-1-1 system or public agency participating in a 9-1-1 system that was established prior to January 1, 2017, and that had adopted Phase II 9-1-1 service by that date.
- D. A new public safety answering point should not be established after July 1, 2024 unless the new public safety answering point is established as a result of:
- A. a consolidation with an existing public safety answering point
  - B. replacement of an existing public safety answering point
- ~~D-E.~~ For the purposes of this section:
1. "District" means an emergency communication district;
  2. "Emergency communication district" means a district formed pursuant to this act to deliver emergency 9-1-1 services on a regional basis;
  3. "9-1-1 system" means an entity that processes emergency 9-1-1 calls through a public safety answering point;
  4. "Participating public agency" means a public agency that is included in a district;
  5. "Principal municipality" means the municipality with the largest population in a district; and
  6. "Public agency" means any city, town, county, municipal corporation, public district, public trust, substate planning district, public authority or tribal authority located within this state which provides or has authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services.
- ~~E.~~ F. On or before December 31, 2017, all public agencies in this state shall form regional emergency communication districts for the purpose of creating an area-wide emergency 9-1-

1 system for their respective jurisdictions. The territory of the district shall be coextensive with the territory of the regional substate planning district unless a different territory is approved by the Oklahoma 9-1-1 Management Authority. If a public agency is situated in more than one such territory, it shall become part of the district in which it is principally located. If, due to the effect of subsection C of this section, the majority of the participating public agencies located in the territory of a proposed district determine that it would be in the best interests of their citizens, they may request inclusion in an adjacent district.

- ~~F.~~ G. The public agencies to be included in each district may form the district by entering into local cooperative agreements which shall establish a governance structure and provide for the joint implementation, funding, operation, and management of the district.
- ~~G.~~ H. If the public agencies in a region are unable to develop a local cooperative agreement by December 31, 2017, they shall be included in an emergency communication district that is governed by a board of directors consisting of an appointee by each public agency that was authorized by its voters to fund a 9-1-1 system prior to the formation of the district, one appointee elected by a majority of the remaining public agencies in the district, and an additional appointee by the principal municipality in the district who shall serve as chair of the board.
- ~~H.~~ I. Unless otherwise provided by agreement, any participating public agency that had been authorized by its voters to fund a 9-1-1 system prior to the formation of the district shall retain control of the property, operation, and funding of its system; provided, however, the district may contract with such participating public agency to include the agency's system in the district's master implementation plan. To the extent practicable, the district shall not duplicate the equipment or answering point services already provided by a participating public agency. A user of one or more communication services subject to the payment of fees or taxes for an emergency 9-1-1 system shall not be charged for more than one such fee or tax for each service.
- ~~I.~~ J. An emergency communication district shall have power to make all contracts to carry out the purposes of the Regional Emergency 9-1-1 Services Act, purchase and convey real property, impose service fees authorized for public agencies for the provision of 9-1-1 service, appoint a manager of the district, and adopt rules and policies for the operation of the district.
- ~~J.~~ K. Within one (1) year after the effective date of the formation of the district, the board of directors shall submit its master plan to deliver Phase II emergency 9-1-1 service throughout its territory to the Oklahoma 9-1-1 Management Authority for approval. The Authority shall have the power to prescribe the terms of the plan and to approve or disapprove the master plan. Additionally, the Authority shall have the power to request the Tax Commission to escrow the wireless fees attributable to the public agencies which have not submitted a master plan or which have not complied with the terms of the master plan.

- ✎ L. An emergency communication district shall operate on a fiscal year beginning July 1. It shall adopt an annual budget and cause to be prepared an independent financial audit annually. As soon as practicable after the end of the fiscal year, the district shall deliver to each participating public agency an annual report showing in detail the operations of the district.

### New section of law

#### Section 2872 – Mandatory training requirements for Emergency Telecommunicators

- A. The Oklahoma 9-1-1 Management Authority will maintain an online training platform for 911 Emergency Telecommunicators in the State of Oklahoma.
  - B. The Oklahoma 9-1-1 Management Authority will create and maintain and certify a list of qualified on-line and in person training programs that include the basic requirements for a 9-1-1 Emergency Telecommunicator. Classes should be a minimum of 40 hours in length and include instruction for basic call handling and dispatch services. The 9-1-1 Management Authority will establish hourly training requirements on a yearly basis.
  - C. On or before July 1<sup>st</sup>, 2024, all Emergency Telecommunicators in the State of Oklahoma must complete, either in person or virtual, a 40-hour state recognized training course for basic call handling and dispatch services.
  - D. Any new Emergency Telecommunicator hired after January 1<sup>st</sup>, 2024 must complete, either in person or virtual, a 40-hour state recognized training course for basic call handling and dispatch services within 6 months of their hire date.
  - E. On or before July 1<sup>st</sup>, 2024, all Emergency Telecommunicators in the State of Oklahoma must complete, either in person or virtual, a State or Nationally recognized Telecommunicator CPR training course.
- 

## Oklahoma Emergency Telephone Act

### Section 2803 - Establishment of Basic or Sophisticated System

Every public agency or public safety agency within its respective jurisdiction may establish a basic or sophisticated system, ~~if technologically compatible~~ with the existing local telephone network. The establishment of such systems shall be centralized where feasible. Any system established pursuant to this act may include a segment of the territory of a public agency. All systems shall be designed to meet the requirements of each community and public agency served by the system. Every system, whether basic or sophisticated, may be designed to have the capability of

utilizing at least three of the four methods specified in paragraphs 3, 8, 9 and 11 of Section 2 of this act, in response to emergency calls. In addition to the number "911", a public agency or public safety agency may maintain a separate secondary backup number, and shall maintain a separate number for nonemergency telephone calls.

**~~Section 2814 — Additional Powers — Authority — Operation of Emergency Telephone Service~~**

- A. ~~In addition to other powers for the protection of the public health, a governing body may provide for the operation of an emergency telephone service and may impose an emergency telephone fee, as provided in this section, for emergency telephone service in areas, subject to the jurisdiction of the governing body. The governing body may do such other acts as are necessary for the protection and preservation of the public health if necessary for the operation of the emergency telephone system.~~
- B. ~~The governing body is hereby authorized, by ordinance in the case of municipalities and by resolution in the case of counties or a combined governing body, to provide for the operation of emergency telephone service and to impose an emergency telephone fee in the area to be served by the system. The ordinance or resolution shall submit to the voters in the area to be served the question of the imposition of emergency telephone service and the amount of the emergency telephone fee. The ordinance or resolution shall propose the amount of the emergency telephone fee to begin the second year and for each year thereafter, in an amount not greater than fifteen percent (15%) of the tariff rate, and shall call for an election to be held within one (1) year from the date the ordinance or resolution is adopted.~~

~~The ordinance or resolution shall also provide for the collection of an amount not to exceed five percent (5%) of the tariff rate in areas subject to the jurisdiction of the governing body for a period of no longer than one (1) year. The one (1) year, five percent (5%) fee shall be a part of, not an addition to, the fee set by the voters. The collection of the five percent (5%) fee may begin, prior to the election, within thirty (30) days after the resolution or ordinance becomes effective. The one (1) year, five percent (5%) fee shall be used to provide for the cost of conducting the election to set the emergency telephone fee and any initial or start-up cost necessary to implement the emergency telephone service. If the fee is not approved by the electors, any remaining money collected during the first year shall be distributed to the local exchange telephone company and then shall be refunded to each service user charged on a pro rata basis.~~

- C. ~~Within sixty (60) days of the publication of the resolution adopted pursuant to subsection B of this section, there may be filed with the county election board of the affected county or counties a petition signed by not less than three percent (3%) of the total number of votes cast in the next preceding general election of the county or affected area.~~

~~Within sixty (60) days of publication of an ordinance adopted by a municipality pursuant to subsection B of this section, there may be filed with the county election board of the county in which the municipality is located a petition signed by not less than three percent (3%) of the total number of votes cast in the next preceding election of the city.~~

~~The petitions may request that the question of the installation and operation of emergency telephone service and imposition of the one (1) year, five percent (5%) emergency telephone fee as called for in the resolution or ordinance be disapproved.~~

~~Upon determination of the sufficiency of the petition and certification by the county election board or boards, the proposition shall be submitted to the qualified voters of the county, municipality or area to be served not less than sixty (60) days following the certification of the petition.~~

~~If a majority of the votes cast in an election held pursuant to subsection B of this section disapprove the operation of emergency telephone service and imposition of an emergency telephone fee or a majority of the votes cast disapprove the one (1) year, five percent (5%) emergency telephone fee, upon certification of the election results by the county election board or boards, the resolution or ordinance shall not take effect and the emergency telephone service and the emergency telephone fee called for in the resolution or ordinance shall not be imposed. If the resolution or ordinance is disapproved by the electors, any remaining money collected during the first year shall be distributed to the local exchange telephone company and then shall be refunded to each service user charged on a pro rata basis.~~

- D. ~~If the governing board does not take action to provide for the operation of emergency telephone service and to impose an emergency telephone fee as provided in subsection B of this section, there may be filed with the county election board or boards of the affected area a petition signed by not less than three percent (3%) of the total numbers of votes cast in the next preceding election of the affected area.~~

~~The petition shall request that the question of the installation and operation of emergency telephone service and imposition of a fee in an amount not greater than fifteen percent (15%) of the tariff rate be submitted to the qualified voters of the county, municipality or area to be served. Upon determination of the sufficiency of the petition and certification by the county election board or boards, the proposition shall be submitted to the qualified voters of the county, municipality or area to be served not less than sixty (60) days following the certification of the petition.~~

~~If a majority of the votes cast at an election held pursuant to this subsection approve the installation and operation of emergency telephone service and imposition of an emergency telephone fee the governing body shall provide for the installation and operation of the service, impose the approved fee and provide for the governance of the system. If the affected area is governed by two or more governmental entities the governing bodies of each shall enter into an agreement in accordance with the Interlocal Cooperative Act to provide for the governance of the system.~~

- E. ~~Any fee imposed by a county or combined governing body shall not apply to any portion of the county located within the boundaries of a municipality or other governmental entity also imposing an emergency telephone fee pursuant to the provisions of the Nine One One Emergency Number Act. The approved emergency telephone fee shall be effective upon~~

certification of the election results by the county election board or boards. Except as provided for in subsections G and I of this section, an emergency telephone fee imposed prior to the effective date of this act shall continue at the established amount until an election to change the fee is called as provided for in this section.

- F. If a majority of the votes cast at an election held pursuant to subsection B of this section approve the installation and operation of emergency telephone service and imposition of an emergency telephone fee, the governing body shall provide for the installation and operation of the service and impose the approved fee. The initial five percent (5%) fee, established by resolution or an ordinance, as provided pursuant to the provisions of subsection B of this section shall remain in effect for the remainder of the first year.
- G. The emergency telephone fee approved pursuant to the provisions of this section shall be reviewed at least once each calendar year by the governing body which shall, in accordance with subsection D of Section 2815 of this title, establish the amount of the fee for the next calendar year, not to exceed the amount set by the electors. The governing body shall have the power and authority to reduce the emergency telephone fee being paid by the service users of the emergency telephone system to the estimated amount needed for the annual operation and maintenance of the system. If the governing body makes a reduction and in a subsequent year determines it is necessary to increase the fee to operate and maintain the system, the governing body may raise the fee up to an amount not to exceed the amount previously set by the electors. Any fee imposed by the electors of a county, municipality or area served shall remain at the amount approved by the electors until a new vote of the electors is conducted in the manner for which an election may be conducted to impose a fee as provided for in this section. The proceeds of the fee shall be utilized to pay for the operation of emergency telephone service as specified in this section. Collection of the fee may begin at any time if an existing service is already operative or at any time subsequent to execution of a contract with the provider of the emergency telephone service at the discretion of the governing body.
- H. If the fee approved by the voters is less than fifteen percent (15%) and the governing body determines there exists a need for ancillary communications systems necessary to communicate the reported emergency to the appropriate emergency service and personnel and the governing body also determines that the fee set by the electors is not sufficient to fund the ancillary communications systems, the governing body may by resolution or ordinance call an election to submit the question of raising the voter approved fee in a sufficient amount, not to exceed fifteen percent (15%), for such additional time as determined by the governing body it is necessary to purchase the ancillary communications equipment. The vote shall be conducted in the manner provided for in subsection B of this section.
- I. A governing body with an existing emergency telephone service system in operation prior to the effective date of this act may by ordinance or resolution restore the emergency telephone fee set at three percent (3%) to an amount not to exceed five percent (5%) of the tariff rate for such additional time as is necessary to fund ancillary communications equipment

~~necessary to communicate the reported emergency to the appropriate emergency service and personnel.~~

~~Within sixty (60) days of the publication of the resolution adopted pursuant to this subsection, there may be filed with the county election board of the affected county or counties a petition signed by not less than three percent (3%) of the total number of votes cast in the next preceding general election of the county or affected area.~~

~~Within sixty (60) days of publication of an ordinance adopted by a municipality pursuant to this subsection, there may be filed with the county election board of the county in which the municipality is located a petition signed by not less than three percent (3%) of the total number of votes cast in the next preceding election of the city.~~

~~The petitions may request that the question of restoring the emergency telephone fee to an amount not to exceed five percent (5%) of the tariff rate to fund ancillary communications equipment be submitted to the qualified voters of the county, municipality or area to be served.~~

~~Upon determination of the sufficiency of the petition and certification by the county election board or boards, the proposition shall be submitted to the qualified voters of the county, municipality or area to be served not less than sixty (60) days following the certification of the petition. If a majority of the votes cast at the election are for restoring the emergency telephone fee to an amount not to exceed five percent (5%) of the tariff rate to fund ancillary communications equipment, the resolution or ordinance restoring the fee shall become effective. The increase of the fee may be implemented within thirty (30) days after the resolution or ordinance becomes effective.~~

- ~~J. The tariff rate used for initial calculation of the emergency telephone service fee shall remain static for the purpose of calculating future fees for emergency telephone service. Therefore, future rate changes for emergency telephone service shall be stated as a percentage of the initial tariff rate.~~
- ~~K. The emergency telephone fee shall be imposed only upon the amount received from the tariff for exchange telephone service or its equivalent. No fee shall be imposed upon more than one hundred exchange access lines or their equivalent per person per location.~~
- ~~L. Every billed service user shall be liable for any fee imposed pursuant to this section until it has been paid to the local exchange telephone company.~~
- ~~M. The duty to collect any fee imposed pursuant to the authority of the Nine One One Emergency Number Act from a service user shall commence at a time specified by the governing body. Fees imposed pursuant to this section that are required to be collected by the local exchange telephone company shall be added to and shall be stated separately in the billings to the service user.~~
- ~~N. The local exchange telephone company shall have no obligation to take any legal action to enforce the collection of any fee imposed pursuant to authority of this section, however,~~

~~should any service user tender a payment insufficient to satisfy all charges, tariffs, fees and taxes for exchange telephone service, the amount tendered shall be credited to the emergency telephone fee in the same manner as other taxes and fees. The local exchange telephone company shall annually provide the governing body with a list of amounts uncollected along with the names and addresses of those service users which carry a balance that can be determined by the local exchange telephone company to be nonpayment of any fee imposed pursuant to the authority of this section.~~

- O. ~~Any fee imposed pursuant to the authority provided by this section shall be collected insofar as practicable at the same time as, and along with, the charges for exchange telephone service in accordance with the regular billing practice of the local exchange telephone service. The tariff rates determined by or stated in the billing of the local exchange telephone company shall be presumed to be correct if such charges were made in accordance with the business practices of the local exchange telephone company. The presumption may be rebutted by evidence which establishes that an incorrect tariff rate was charged.~~

#### **~~Section 2815—Fee Collection—Filing of Return—Audit of Accounts—Meetings—Board~~**

16. ~~Any fee imposed pursuant to Section 2814 of this title and the amounts required to be collected are due monthly. The amount of fee collected in one (1) month by the local exchange telephone company shall be remitted to the governing body no later than thirty (30) days after the close of the month in which such fees were collected. In the event the fee collected is not remitted by the local exchange telephone company or by a competitive local exchange company, as both are defined in Section 139.102 of Title 17 of the Oklahoma Statutes, to the governing body within thirty (30) days after the close of the month in which such fees were collected, then the local exchange telephone company shall remit a penalty to the governing body. The penalty shall be equal to ten percent (10%) of the original unremitted fee, payable on the first day of each month the fee remains delinquent. All fees collected by the local exchange telephone company and remitted to the governing body and any other money collected to fund the emergency telephone system shall be deposited in a special nine one one account established by the governing body, and shall be used only to fund the expenditures authorized by the Nine One One Emergency Number Act. The governing body shall account for all disbursements from the account and shall not allow the funds to be transferred to another account not specifically established for the operation of the emergency telephone system.~~
17. ~~On or before the last day of each month, a return for the preceding month shall be filed with the governing body in a form the governing body and the local exchange telephone company agree to. The local exchange telephone company required to file the return shall deliver the return together with a remittance of the amount of the fee payable to the treasurer or other person responsible to the governing body for receipt of payments from the fee. The local exchange telephone company shall maintain records of the amount of any fee collected in accordance with the provisions of the Nine One One Emergency Number Act. The records shall be maintained for a period of one (1) year from the time the fee is collected.~~



18. ~~From every remittance of the collected fee to the governing body made on or before the date when the same becomes due, the local exchange telephone company required to remit the fee shall be entitled to deduct and retain for administrative costs, an amount not to exceed three percent (3%) of the first five percent (5%) of the emergency telephone fee.~~
19. ~~At least once each calendar year, the governing body shall establish the fee for the subsequent year in an amount not to exceed the amount approved by the voters as provided by the provisions of Section 2814 of this title that, together with any surplus revenues, will produce sufficient revenues to fund the expenditures authorized by the Nine One One Emergency Number Act. Amounts collected in excess of that necessary within a given year shall be carried forward to subsequent years. The governing body shall make the determination of the fee amount no later than September 1 of each year and shall fix the new fee to take effect commencing with the first billing period of each service user on or following the next January 1. Immediately upon making its determination and fixing the fee, the governing body shall publish in its minutes the new fee, and it shall, at least ninety (90) days before the new fee shall become effective, notify by certified mail every local exchange telephone company providing emergency telephone service to areas within the jurisdiction of the governing body. The governing body may at its own expense require an annual audit of the books and records of the local exchange telephone company concerning the collection and remittance of the fee authorized by the Nine One One Emergency Number Act.~~
20. ~~The governing body shall be required to have conducted separately or as a part of the annual audit required by law of the municipality or county an annual audit of any accounts established or used by the governing body for the operation of an emergency telephone system. The audit may be conducted by the State Auditor and Inspector at the discretion of the governing body. All audits shall be conducted in accordance with generally accepted auditing standards and Government Auditing Standards issued by the Comptroller General of the United States. A copy of the audit shall be filed with the State Auditor and Inspector and action taken in accordance with Section 212A of Title 74 of the Oklahoma Statutes. The audit of the emergency telephone system accounts may be paid for and be considered a part of the operating expenses of the emergency telephone system.~~
21. ~~The governing body shall meet at least quarterly to oversee the operations of the emergency telephone system, review expenditures, set and approve an operating budget and take such other action as necessary for the operation and management of the system. The records and meetings of the governing body shall be subject to the Oklahoma Open Meeting Act and the Oklahoma Open Records Act.~~
22. ~~A governing body made up of two or more governmental entities shall have a board consisting of not less than three members; provided, the board shall consist of at least one member representing each governmental entity, appointed by the governing body of each participating governmental entities, as set forth in the agreement forming the board. The members shall serve for terms of not more than three (3) years as set forth in the agreement. Members may be appointed to serve more than one term. The names of the members of the~~

~~governing body board and the appointing authority of each member shall be maintained in the office of the county clerk in the county or counties in which the system operates, along with copies of the agreement forming the board and any amendments to that agreement.~~

## **Section 2846 - Mandatory Provision of Emergency Telephone Service**

- A. All local exchange companies, and wireless and other telephone service companies providing service to users in an area in which nine-one-one emergency telephone service is currently operating shall also provide emergency telephone service to all subscribing service users in that area. Wireless and other telephone service companies shall provide information necessary for automatic number identification, automatic location identification and selective routing of nine-one-one emergency wireless calls to cities and counties answering emergency telephone calls for maintenance of existing nine-one-one databases. If the State or an area of the State is utilizing Next Generation 9-1-1 system that uses the NENA i3 standard for call delivery then the service company shall provide the required data elements required by said standard. The governing body may reasonably require sufficient information to ensure compliance with this section and to provide data for audit and budgetary calculation purposes.
2. Information that a wireless service provider is required to furnish in providing nine-one-one service is confidential and exempt from disclosure. The wireless service provider is not liable to any person who uses a nine-one-one service created under this act for the release of information furnished by the wireless service provider in providing nine-one-one service . Information that is confidential under this section may be released only for budgetary calculation purposes and only in aggregate form so that no provider-specific information may be extrapolated.



OKLAHOMA 2023 LANDLINE COLLAPSE AND  
NEXT GENERATION 9-1-1 BILL

AUTHOR - REP. LONNIE SIMS (R) CREEK AND TULSA COUNTIES

AS OF JANUARY 5<sup>TH</sup>, 2023 BILL NUMBER HAS NOT YET BEEN ASSIGNED

# Oklahoma 9-1-1 Management Authority Act

## Section 2861 - Short Title

This act shall be known and may be cited as the "Oklahoma 9-1-1 Management Authority Act".

## Section 2862 - Definitions

As used in the Oklahoma 9-1-1 Management Authority Act:

1. "Authority" means the Oklahoma 9-1-1 Management Authority created in [Section 2863](#) of this title;
2. "Governing body" means the board of county commissioners of a county, the city council, tribal authority or other governing body of a municipality, or a combination of such boards, councils or other municipal governing bodies including county or municipal beneficiary public trusts, or other public trusts which shall have an administering board. A governing body made up of two or more governmental entities shall have a board consisting of not less than three members and shall consist of at least one member representing each governmental entity, appointed by the governing body of each participating governmental entity, as set forth in the agreement forming the board. The members of the board shall serve for terms of not more than three (3) years as set forth in the agreement. Members may be appointed to serve more than one term. The names of the members of the governing body board and the appointing authority of each member shall be maintained in the office of the county clerk in the county or counties in which the system operates, along with copies of the agreement forming the board and any amendments to that agreement;
3. "Next-generation 9-1-1" or "NG9-1-1" means an:
  - a. IP-based system comprised of hardware, software, data, and operational policies and procedures that:
    - (1) provides standardized interfaces from emergency call and message services to support emergency communications,
    - (2) processes all types of emergency calls, including voice, text, data and multimedia information,
    - (3) acquires and integrates additional emergency call data useful to call routing and handling,
    - (4) delivers the emergency calls, messages and data to the appropriate public safety answering point and other appropriate emergency entities,
    - (5) supports data or video communications needs for coordinated incident response and management, and provides broadband service to public safety answering points or other first responder entities, or
  - b. IP-based system comprised of hardware, software, data and operational policies and procedures that conforms with subsequent amendments made to the definition of Next Generation 9-1-1 services in Public Law 112-96;
4. "9-1-1 emergency telephone service" means any telephone system whereby telephone subscribers may utilize a three-digit number (9-1-1) for reporting an emergency to the

appropriate public agency providing law enforcement, fire, medical or other emergency services, including ancillary communications systems and personnel necessary to pass the reported emergency to the appropriate emergency service and which the wireless service provider is required to provide pursuant to the Federal Communications Commission Order 94-102 (961 Federal Register 40348);

5. "9-1-1 wireless telephone fee" means the fee imposed in [Section 2865](#) of this title to finance the installation and operation of emergency 9-1-1 services and any necessary equipment;
6. "Place of primary use" means the street address representative of where the use of the mobile telecommunications service of the customer primarily occurs, which shall be the residential street address or the primary business street address of the customer and shall be within the licensed service area of the home service provider in accordance with [Section 55001 of Title 68](#) of the Oklahoma Statutes and the federal Mobile Telecommunications Sourcing Act, P.L. No. 106-252, codified at 4 U.S.C. 116-126;
7. "Prepaid wireless telecommunications service" means a telecommunications wireless service that provides the right to utilize mobile wireless service as well as other telecommunications services including the download of digital products delivered electronically, content and ancillary services, which are paid for in advance and sold in predetermined units or dollars of which the number declines with use in a known amount;
8. "Proprietary information" means wireless service provider or VoIP service provider, subscriber, market share, cost and review information;
9. "Public agency" means any city, town, county, municipal corporation, public district, public trust, substate planning district, public authority or tribal authority located within this state which provides or has authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services;
10. "Public safety answering point" or "PSAP" means an entity responsible for receiving 9-1-1 calls and processing those calls according to specific operational policy;
11. "Public safety telecommunicator" means a person who performs a public service by processing, analyzing, and dispatching calls for emergency assistance. The person is a first responder that provides pre-arrival instructions and has specialized training to mitigate the loss of life and property;
12. "Wireless service provider" means a provider of commercial mobile service under Section 332(d) of the Telecommunications Act of 1996, 47 U.S.C., Section 151 et seq., Federal Communications Commission rules, and the Omnibus Budget Reconciliation Act of 1993, Pub.L. No. 103-66, and includes a provider of wireless two-way communication service, radio-telephone communications related to cellular telephone service, network radio access lines or

the equivalent, and personal communication service. The term does not include a provider of:

- a. a service whose users do not have access to 9-1-1 service,
  - b. a communication channel used only for data transmission, or
  - c. a wireless roaming service or other nonlocal radio access line service;
13. "Wireless telecommunications connection" means the ten-digit access number assigned to a customer regardless of whether more than one such number is aggregated for the purpose of billing a service user; and
14. "Voice over Internet Protocol (VoIP) provider" means a provider of interconnected Voice over Internet Protocol service to end users in the state, including resellers.
15. "Landline telecommunications connection" means a ten-digit access number assigned to a customer that utilized analog communications over a wired transmission line that travels underground or on telephone poles.

#### **Section 2863 - Oklahoma 9-1-1 Management Authority - Members - Chair - Administrative Support**

- P. There is hereby created the Oklahoma 9-1-1 Management Authority which shall be the governing board overseeing the development and regulation of 9-1-1 emergency systems in this state and managing the distribution of all 9-1-1 telephone fees collected pursuant to the provisions of Section 5 of this act.
- Q. The Authority shall be composed of the following members:
1. One member representing a tribal authority that operates a 9-1-1 system to be appointed by the President Pro Tempore of the Senate;
  2. One member representing a statewide organization dedicated to public safety to be appointed by the President Pro Tempore of the Senate;
  3. One member representing a statewide organization dedicated to career development for emergency number professionals to be appointed by the Governor;
  4. One member representing a statewide organization dedicated to representing Oklahoma municipalities to be appointed by the Speaker of the House of Representatives;
  5. One member representing a statewide organization representing Oklahoma county commissioners to be appointed by the Governor;
  6. One member representing a statewide association of regional councils of government to be appointed by the President Pro Tempore of the Senate;
  7. The Chief Information Officer for the state, or designee;
  8. One member representing a substate planning district to be appointed by the Governor;
  9. Two members each representing a municipal government operating a 9-1-1 system and having a population of less than one hundred thousand (100,000), one to be appointed by the Speaker of the House of Representatives, and one to be appointed by the Governor;

10. One member representing a municipal government operating a 9-1-1 system and having a population of more than one hundred thousand (100,000) but less than four hundred fifty thousand (450,000) to be appointed by the Governor;
11. One member representing a municipal government operating a 9-1-1 system and having a population of more than four hundred fifty thousand (450,000) to be appointed by the Speaker of the House of Representatives;
12. One member representing an organization created by an interlocal agreement for the purpose of sharing public safety answering point duties and whose members are municipal governments with a population of less than four hundred fifty thousand (450,000) to be appointed by the Governor;
13. One member representing an organization created by an interlocal agreement for the purpose of sharing public safety answering point duties and whose members are municipal governments with a population of more than four hundred fifty thousand (450,000) to be appointed by the President Pro Tempore of the Senate;
14. One member who is a 9-1-1 Coordinator for a county with a population of less than twenty thousand (20,000) to be appointed by the Speaker of the House of Representatives;
15. One member who is a 9-1-1 Coordinator for a county with a population of more than twenty thousand (20,000) to be appointed by the President Pro Tempore of the Senate;
16. One member who is a 9-1-1 Coordinator for a county to be appointed by the Governor;
17. ~~One member representing a local exchange telecommunications service provider which serves less than fifty thousand (50,000) access lines in the state or a telephone cooperative to be appointed by the President Pro Tempore of the Senate;~~
18. ~~One member representing a local exchange telecommunications service provider which serves more than fifty thousand (50,000) access lines in the state to be appointed by the Speaker of the House of Representatives;~~
19. ~~One member representing a Tier I wireless carrier, as defined by the Federal Communications Commission, to be appointed by the Speaker of the House of Representatives;~~
20. ~~One member representing a Tier II wireless carrier, as defined by the Federal Communications Commission, to be appointed by the Speaker of the House of Representatives;~~
21. ~~One member representing a Tier III wireless carrier, as defined by the Federal Communications Commission, to be appointed by the President Pro Tempore of the Senate;~~
22. ~~One member representing the telephone industry to be appointed by the President Pro Tempore of the Senate; and~~
2317. The Oklahoma Secretary of Safety and Security or designee.

C. Five Non-Voting 911 industry members should include the following. Non-voting members are not required for a quorum. Non-voting members will not be included in executive sessions:

1. One member representing a local exchange telecommunications service provider which serves less than fifty thousand (50,000) access lines in the state or a telephone cooperative to be appointed by the President Pro Tempore of the Senate;
2. One member representing a local exchange telecommunications service provider which serves more than fifty thousand (50,000) access lines in the state to be appointed by the Speaker of the House of Representatives;
3. One member representing a Tier I wireless carrier, as defined by the Federal Communications Commission, to be appointed by the Speaker of the House of Representatives;
4. One member representing a Tier III wireless carrier, as defined by the Federal Communications Commission, to be appointed by the President Pro Tempore of the Senate; and
5. One member representing the telephone industry to be appointed by the President Pro Tempore of the Senate;

€D. Members shall serve at the pleasure of their appointing authority and vacancies shall be filled by the original appointing authority.

ÐE. Members shall receive no compensation for serving on the Authority.

~~EF. At its first meeting annually the Authority shall designate a chair from its members. Meetings shall be held at the call of the chair.~~

F. The Authority shall be subject to the Oklahoma Open Records Act and the Oklahoma Open Meeting Act.

**G. The members of the Oklahoma 9-1-1 Management Authority shall be reimbursed for mileage or actual travel expense, whichever is less, to attend regular and special meetings when the travel exceeds 50 miles from their home or business whichever is closer to the meeting location.**

᠄H. The Oklahoma Department of Emergency Management shall provide legal, administrative, fiscal and staff support for the Authority. Expenses related to the provision of such services may be paid from funds available in the Oklahoma 9-1-1 Management Authority Revolving Fund created in Section 9 of this act, upon approval by a majority of the members of the Authority.

᠄I. Members serving on the Statewide Nine-One-One Advisory Board appointed pursuant to Section 2847 of Title 63 of the Oklahoma Statutes on the effective date of this act shall continue serving as members of the Oklahoma 9-1-1 Management Authority unless replaced by their appointing authority.

## Section 2864 - Powers and Duties of the Oklahoma 9-1-1 Management Authority



The powers and duties of the Oklahoma 9-1-1 Management Authority created in [Section 2863](#) of this title shall be to:

1. Approve or disapprove the selection of the Oklahoma 9-1-1 Coordinator by majority vote of the members. The Authority shall direct the Oklahoma 9-1-1 Coordinator to administer grants approved by the Authority pursuant to this section and perform other duties as it deems necessary to accomplish the requirements of the Oklahoma 9-1-1 Management Authority Act;
2. Prepare grant solicitations for funding for the purposes of assisting public agencies with funding for consolidation of facilities or services, deployment of Phase II technology or successor technology, development of next-generation 9-1-1 regional emergency service networks, and for other purposes it deems appropriate and necessary;
3. Work in conjunction with the Oklahoma Department of Emergency Management to create an annual budget for the Authority, which shall be approved by majority vote of the members;
4. Direct the Oklahoma Tax Commission to escrow all or any portion of funds collected pursuant to the Oklahoma 9-1-1 Management Authority Act attributable to a public agency, if the public agency fails to:
  - a. submit or comply with master plans to deliver Next Generation 9-1-1 (NG9-1-1) services as required by the Oklahoma 9-1-1 Management Authority Act and approved by the Authority. Local plans must align with the State's Master plan to deploy NG9-1-1,
  - b. meet standards of the National Emergency Number Association (NENA) limited to call-taking and caller-location technology or comply with an improvement plan to meet such standards as directed by the Authority,
  - c. submit annual reports or audits as required by the Oklahoma 9-1-1 Management Authority Act,
  - d. provide connectivity and interoperability between state, regional and local next-generation systems,
  - e. meet training requirements established by this act, or
  - f. comply with the requirements of the Oklahoma 9-1-1 Management Authority Act or procedures established by the Authority;
5. Establish and submit to the Tax Commission a list of eligible governing bodies entitled to receive 9-1-1 telephone fees and establish annual population figures and square miles for the coverage area PSAP for the purpose of distributing fees collected pursuant to [Section 2865](#) of this title; Distribution of the net monthly revenue from 911 fees after the distributions established in Section 2865, 2866 and 2867 will be provided to eligible governing bodies established by this section as followed:
  1. flat rate of \$3000 per month per PSAP; and
  2. From the remaining balance
    - a. Ten percent (10%) to be derived by dividing the land area covered by the public agency's response area by the total land area of the state; and

- b. Ninety percent 90% to be derived by dividing the population of each public agency's response area by the total population of the state using data from the latest available Census estimates as of July 1 of each year;
- 6. Assist any public agency the Authority determines is performing below standards of the NENA, as limited by paragraph 4 of this section, according to the improvement plan required by the Oklahoma 9-1-1 Management Authority Act. The Authority shall establish a time period for the public agency to come into compliance after which the Authority shall escrow funds as authorized in this section. Improvement plans may include consideration and recommendations for consolidation with other public agencies, and sharing equipment and technology with other jurisdictions;
- 7. Require an annual report from public agencies regarding operations and financing of the public safety answering point (PSAP) and approve, modify or reject such reports;
- 8. Conduct and review audits and financial records of the wireless service providers and review public agencies' audits and financial records regarding the collection, remittance and expenditures of 9-1-1 wireless telephone fees as required by the Oklahoma 9-1-1 Management Authority Act;
- 9. Develop a master plan to deploy next-generation 9-1-1 services statewide. This will include the development of performance criteria critical to the function and performance of NG9-1-1 networks and systems;
- 10. Establish rules for interoperability between state, regional and local NG9-1-1 systems;
- 11. Facilitate information-sharing among public agencies;
- 12. Create and maintain best practices databases for PSAP operations;
- 13. Encourage equipment- and technology-sharing among all jurisdictions;
- 14. Develop training program standards for public safety telecommunicators for call taking.
  - a. Training program standards shall include instruction on recognizing the need for and delivery of High-Quality Telecommunicator CPR (T-CPR) that can be delivered by 9-1-1 public safety telecommunicators for acute events requiring CPR including, but not limited to, out-of-hospital cardiac events (OHCA).
  - b. T-CPR training shall follow evidence-based, nationally recognized guidelines for high-quality T-CPR which incorporates recognition protocols for OHCA and continuous education;

15. Mediate disputes between public agencies and other entities involved in providing 9-1-1 emergency telephone services;
16. Provide a clearinghouse of contact information for communications service companies and PSAPs operating in this state;
17. Make recommendations for consolidation upon the request of public agencies;
18. May establish contracts for the necessary equipment and services to deliver 9-1-1 calls to the Public Safety Answering Points;
19. Establish an eligible use list for 9-1-1 funds; and
20. Take any steps necessary to carry out the duties required by the Oklahoma 9-1-1 Management Authority Act.

#### Section 2865 - 9-1-1 Telephone Fees

- A. Beginning January 1, 2017, there shall be imposed a 9-1-1 telephone fee as follows:
  1. ~~Seventy-five cents~~ One dollar and twenty-five cents (\$0.75 1.25) monthly on each wireless telephone connection and other wireless communication device or service connection with the ability to dial 9-1-1 for emergency calls;
  2. ~~Seventy-five cents~~ One dollar and twenty-five cents (\$0.75 1.25) monthly on each service ~~that is enabled by Voice over Internet Protocol (VoIP) or Internet Protocol (IP)~~ with the ability to dial 9-1-1 for emergency calls excluding landline; and
  3. ~~Seventy-five cents~~ One dollar and twenty-five cents (\$0.75 1.25) on each prepaid wireless retail transaction occurring in this state.
- B.
  1. For purposes of paragraph 3 of subsection A of this section, a retail transaction that is effected in person by a consumer at a business location of the seller shall be treated as occurring in this state if that business location is in this state. Any other retail transaction shall be sourced as provided in paragraphs 2 through 5 of this subsection as applicable.
  2. When the retail transaction does not occur at a business location of the seller, the retail transaction shall be sourced to the location where receipt by the consumer, or the consumer's donee, designated as such by the consumer, occurs, including the location indicated by instructions for delivery to the consumer or donee, known to the seller.
  3. When the provisions of paragraph 2 of this subsection do not apply, the sale shall be sourced to the location indicated by an address for the consumer that is available from the business records of the seller that are maintained in the ordinary course of the seller's business when use of this address does not constitute bad faith.
  4. When the provisions of paragraphs 2 and 3 of this subsection do not apply, the sale shall be sourced to the location indicated by an address for the consumer obtained during the

consummation of the sale, including the address of a consumer's payment instrument, if no other address is available, when use of this address does not constitute bad faith.

5. When none of the previous rules of paragraphs 1, 2, 3 and 4 of this subsection apply, including the circumstance in which the seller is without sufficient information to apply the previous rules, then the location shall be determined by the address from which the service was provided, disregarding for these purposes any location that merely provided the digital transfer of the product sold. If the seller knows the mobile telephone number, the location will be that which is associated with the mobile telephone number.
- C. The fees authorized by subsection A of this section shall not be assessed on landline phone customers.
- D. The fees imposed in subsection A of this section shall replace any 9-1-1 wireless telephone fees previously adopted by any county pursuant to Section 2843.1 of Title 63 of the Oklahoma Statutes, or 9-1-1 VoIP emergency service fees adopted by a governing body pursuant to Section 2853 of Title 63 of the Oklahoma Statutes, or fees on prepaid wireless retail transactions pursuant to Section 2843.2 of Title 63 of the Oklahoma Statutes. Fees collected and transferred pursuant to those sections shall remain in effect through December 31, 2016.
- E. From each ~~seventy-five-cent~~ one dollar and twenty five cent fee assessed and collected pursuant to subsection A of this section, twenty-five cents (\$0.25) shall be deposited into the Oklahoma 9-1-1 Management Authority Revolving Fund created pursuant to Section 9 of this act. Funds accumulating in this revolving fund shall be used to fund the salary of the Oklahoma 9-1-1 Coordinator and any administrative staff, operations of the Authority and any costs associated with the administration of the Oklahoma 9-1-1 Management Authority Act within the Oklahoma Department of Emergency Management, and for grants approved by the Authority for purposes as authorized in this act.

#### **Section 2866 - Collection and Apportionment of Telephone Fees - Collection Records - Annual Census - Monthly Report**

- A. 9-1-1 telephone fees authorized and collected by wireless service providers and Voice over Internet Protocol (VoIP) providers, pursuant to paragraphs 1 and 2 of subsection A of [Section 2865](#) of this title, from each of their end users residing in this state shall be paid to the Oklahoma Tax Commission no later than the twentieth day of the month succeeding the month of collection.
- B. From the total fees collected pursuant to paragraphs 1 and 2 of subsection A of [Section 2865](#) of this title, ~~one percent (1%) shall be retained by the wireless service provider or VoIP provider, and one-eighth tenths of one percent (1.8%) shall be retained by the Tax Commission~~ as reimbursement for the direct cost of administering the collection and remittance of the fees.

- C. Every billed service subscriber shall be liable for any 9-1-1 wireless telephone fee imposed pursuant to the Oklahoma 9-1-1 Management Authority Act until the fee has been paid to the wireless service provider.
- D. Fees imposed pursuant to the Oklahoma 9-1-1 Management Authority Act which are required to be collected by the wireless service provider or VoIP provider may be added to and shall be stated separately in any billings to the service subscriber.
- E. The wireless service provider or VoIP provider shall have no obligation to take any legal action to enforce the collection of any 9-1-1 wireless telephone fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act. Should any service subscriber tender a payment insufficient to satisfy all charges, tariffs, fees and taxes for wireless telephone or VoIP service, the amount tendered shall be credited to the 9-1-1 wireless telephone fee in the same manner as other taxes and fees.
- F. Any 9-1-1 fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act shall be collected insofar as practicable at the same time as, and along with, the charges for wireless telephone or VoIP service in accordance with the regular billing practice of the provider.
- G. Nothing in the Oklahoma 9-1-1 Management Authority Act shall be construed to limit the ability of a wireless service provider or VoIP provider from recovering its costs associated with designing, developing, deploying and maintaining enhanced 9-1-1 service directly from the service subscribers of the provider, whether the costs are itemized on the bill of the service subscriber as a surcharge or by any other lawful means.
- H. The wireless service provider or VoIP provider shall maintain records of the amount of 9-1-1 telephone fees collected in accordance with the provisions of the Oklahoma 9-1-1 Management Authority Act for a period of three (3) years from the time the fee is collected. The State Auditor and Inspector, the Oklahoma 9-1-1 Management Authority or any affected public agency may require an annual audit of the books and records of the wireless service provider or VoIP provider concerning the collection and remittance of fees authorized by the Oklahoma 9-1-1 Management Authority Act. Auditors shall have access to all information used by the wireless service provider or VoIP provider to calculate and remit the 9-1-1 telephone fee. Audit expenses shall be reimbursable pursuant to procedures established by the Oklahoma 9-1-1 Management Authority if the audit is approved by the Authority.
- I. The wireless service provider or VoIP provider shall provide to the Oklahoma 9-1-1 Management Authority an annual census showing the primary place of use of its subscribers located by county and either a municipality or unincorporated area. The census shall contain all subscribers as of December 31 of each year, and shall be provided to the Authority no later than February 1 of each year.

- J. All proprietary information provided by a wireless service provider or VoIP provider to the Authority shall not be subject to disclosure to the public or any other party.
- K. Within thirty (30) days of receipt, the Oklahoma Tax Commission shall pay available fees remitted pursuant to [Section 2865](#) of this title to the governing bodies that the Oklahoma 9-1-1 Management Authority has certified in accordance with [Section 2864](#) of this title as eligible to receive funds. The share to be paid to or escrowed for each governing body shall be determined by dividing the population of the governing body by the total population of the state using the latest Federal Decennial Census estimates.
- L. The Oklahoma Tax Commission shall provide the 9-1-1 Management Authority a monthly report showing the 9-1-1 wireless fee deposits including the name of the provider and the amount of each deposit. Upon request the 9-1-1 Authority may request telephone or mailing address information of the provider.

#### **Section 2867 - Collection and Apportionment of Prepaid 9-1-1 Fees - Monthly Report**

- A. Prepaid 9-1-1 wireless transaction fees authorized and collected pursuant to paragraph 3 of subsection A of [Section 2865](#) of this title from retailers shall be paid to the Oklahoma Tax Commission under procedures established by the Tax Commission that substantially coincide with the registration and payment procedures that apply under the Oklahoma Sales Tax Code and as directed by the Oklahoma 9-1-1 Management Authority. The audit and appeal procedures, including limitations period, applicable to the Oklahoma Sales Tax Code shall apply to prepaid 9-1-1 wireless telephone fees.
- B. From the total fees collected pursuant to paragraph 3 of subsection A of [Section 2865](#) of this title, ~~three percent (3%) shall be retained by the seller and one~~ eight tenths of one percent (1.8%) shall be retained by the Tax Commission as reimbursement for the direct cost of administering the collection and remittance of such fees.
- C. The prepaid 9-1-1 wireless transaction fee shall be collected by the retailer from the consumer for each retail transaction occurring in this state. The amount of the prepaid 9-1-1 wireless fee shall either be separately stated on the invoice, receipt or similar document that is provided to the consumer by the seller, or otherwise disclosed to the consumer.
- D. The prepaid 9-1-1 wireless telephone fee is the liability of the consumer and not of the seller or of any provider, except that the seller shall be liable to remit all prepaid 9-1-1 wireless telephone fees that the seller collects as provided in this section, including all charges that the seller is deemed to collect where the amount of the fee has not been separately stated on an invoice, receipt or other similar document.
- E. If the amount of the prepaid 9-1-1 wireless telephone fee is separately stated on the invoice, receipt or similar document, the prepaid 9-1-1 wireless telephone fee shall not be included in

the base for measuring any tax, fee, surcharge or other charge that is imposed by the state, any political subdivision of this state or any intergovernmental agency.

- F. The Oklahoma Tax Commission shall provide the 9-1-1 Management Authority with a monthly report showing the 9-1-1 wireless fee deposits including the name of the provider and the amount of each deposit. Upon request the 9-1-1 Authority may request telephone or mailing address information of the provider.

**Section 2871 - Short Title - Purpose - Application - Definitions - Regional Emergency Communication Districts - Control - Contracts - Master Plan - Annual Budget and Report**

- A. This act shall be known and may be cited as the "Regional Emergency 9-1-1 Services Act".

- C. It is the purpose of the Regional Emergency 9-1-1 Services Act to encourage formation of emergency communication districts in order to provide efficient delivery of emergency 9-1-1 service throughout the state.

- D. This act shall not apply to any 9-1-1 system or public agency participating in a 9-1-1 system that was established prior to January 1, 2017, and that had adopted Phase II 9-1-1 service by that date.

- E. A new public safety answering point should not be established after July 1, 2024 unless the new public safety answering point is established as a result of:

- A. a consolidation with an existing public safety answering point
- B. replacement of an existing public safety answering point

- ~~D~~-E. For the purposes of this section:

1. "District" means an emergency communication district;
2. "Emergency communication district" means a district formed pursuant to this act to deliver emergency 9-1-1 services on a regional basis;
3. "9-1-1 system" means an entity that processes emergency 9-1-1 calls through a public safety answering point;
4. "Participating public agency" means a public agency that is included in a district;
5. "Principal municipality" means the municipality with the largest population in a district; and
6. "Public agency" means any city, town, county, municipal corporation, public district, public trust, substate planning district, public authority or tribal authority located within this state which provides or has authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services.

- ~~E~~. F. On or before December 31, 2017, all public agencies in this state shall form regional emergency communication districts for the purpose of creating an area-wide emergency 9-1-

1 system for their respective jurisdictions. The territory of the district shall be coextensive with the territory of the regional substate planning district unless a different territory is approved by the Oklahoma 9-1-1 Management Authority. If a public agency is situated in more than one such territory, it shall become part of the district in which it is principally located. If, due to the effect of subsection C of this section, the majority of the participating public agencies located in the territory of a proposed district determine that it would be in the best interests of their citizens, they may request inclusion in an adjacent district.

- ~~F.~~ G. The public agencies to be included in each district may form the district by entering into local cooperative agreements which shall establish a governance structure and provide for the joint implementation, funding, operation, and management of the district.
- ~~G.~~ H. If the public agencies in a region are unable to develop a local cooperative agreement by December 31, 2017, they shall be included in an emergency communication district that is governed by a board of directors consisting of an appointee by each public agency that was authorized by its voters to fund a 9-1-1 system prior to the formation of the district, one appointee elected by a majority of the remaining public agencies in the district, and an additional appointee by the principal municipality in the district who shall serve as chair of the board.
- ~~H.~~ I. Unless otherwise provided by agreement, any participating public agency that had been authorized by its voters to fund a 9-1-1 system prior to the formation of the district shall retain control of the property, operation, and funding of its system; provided, however, the district may contract with such participating public agency to include the agency's system in the district's master implementation plan. To the extent practicable, the district shall not duplicate the equipment or answering point services already provided by a participating public agency. A user of one or more communication services subject to the payment of fees or taxes for an emergency 9-1-1 system shall not be charged for more than one such fee or tax for each service.
- ~~I.~~ J. An emergency communication district shall have power to make all contracts to carry out the purposes of the Regional Emergency 9-1-1 Services Act, purchase and convey real property, impose service fees authorized for public agencies for the provision of 9-1-1 service, appoint a manager of the district, and adopt rules and policies for the operation of the district.
- ~~J.~~ K. Within one (1) year after the effective date of the formation of the district, the board of directors shall submit its master plan to deliver Phase II emergency 9-1-1 service throughout its territory to the Oklahoma 9-1-1 Management Authority for approval. The Authority shall have the power to prescribe the terms of the plan and to approve or disapprove the master plan. Additionally, the Authority shall have the power to request the Tax Commission to escrow the wireless fees attributable to the public agencies which have not submitted a master plan or which have not complied with the terms of the master plan.



- ✕ L. An emergency communication district shall operate on a fiscal year beginning July 1. It shall adopt an annual budget and cause to be prepared an independent financial audit annually. As soon as practicable after the end of the fiscal year, the district shall deliver to each participating public agency an annual report showing in detail the operations of the district.

### New section of law

#### Section 2872 – Mandatory training requirements for Emergency Telecommunicators

- A. The Oklahoma 9-1-1 Management Authority will maintain an online training platform for 911 Emergency Telecommunicators in the State of Oklahoma.
- B. The Oklahoma 9-1-1 Management Authority will create and maintain and certify a list of qualified on-line and in person training programs that include the basic requirements for a 9-1-1 Emergency Telecommunicator. Classes should be a minimum of 40 hours in length and include instruction for basic call handling and dispatch services. The 9-1-1 Management Authority will establish hourly training requirements on a yearly basis.
- C. On or before July 1<sup>st</sup>, 2024, all Emergency Telecommunicators in the State of Oklahoma must complete, either in person or virtual, a 40-hour state recognized training course for basic call handling and dispatch services.
- D. Any new Emergency Telecommunicator hired after January 1<sup>st</sup>, 2024 must complete, either in person or virtual, a 40-hour state recognized training course for basic call handling and dispatch services within 6 months of their hire date.
- E. On or before July 1<sup>st</sup>, 2024, all Emergency Telecommunicators in the State of Oklahoma must complete, either in person or virtual, a State or Nationally recognized Telecommunicator CPR training course.

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## Oklahoma Emergency Telephone Act

### Section 2803 - Establishment of Basic or Sophisticated System

Every public agency or public safety agency within its respective jurisdiction may establish a basic or sophisticated system, ~~if technologically compatible~~ with the existing local telephone network. The establishment of such systems shall be centralized where feasible. Any system established pursuant to this act may include a segment of the territory of a public agency. All systems shall

be designed to meet the requirements of each community and public agency served by the system. Every system, whether basic or sophisticated, may be designed to have the capability of utilizing at least three of the four methods specified in paragraphs 3, 8, 9 and 11 of Section 2 of this act, in response to emergency calls. In addition to the number "911", a public agency or public safety agency may maintain a separate secondary backup number, and shall maintain a separate number for nonemergency telephone calls.

#### **Section 2846 - Mandatory Provision of Emergency Telephone Service**

- A. All local exchange companies, and wireless and other telephone service companies providing service to users in an area in which nine-one-one emergency telephone service is currently operating shall also provide emergency telephone service to all subscribing service users in that area. Wireless and other telephone service companies shall provide information necessary for automatic number identification, automatic location identification and selective routing of nine-one-one emergency wireless calls to cities and counties answering emergency telephone calls for maintenance of existing nine-one-one databases. If the State or an area of the State is utilizing Next Generation 9-1-1 system that uses the NENA i3 standard for call delivery then the service company shall provide the required data elements required by said standard. The governing body may reasonably require sufficient information to ensure compliance with this section and to provide data for audit and budgetary calculation purposes.
- B. Information that a wireless service provider is required to furnish in providing nine-one-one service is confidential and exempt from disclosure. The wireless service provider is not liable to any person who uses a nine-one-one service created under this act for the release of information furnished by the wireless service provider in providing nine-one-one service . Information that is confidential under this section may be released only for budgetary calculation purposes and only in aggregate form so that no provider-specific information may be extrapolated.



**Date: Jan 5, 2023**

**To: Oklahoma 9-1-1 Management Authority**

**Subject: Proposed Grant Guideline Changes 2023**

Please see the attached proposed changes to the 2021 9-1-1 State Management Authority grant guidelines. The proposed changes have been reviewed and approved by the Administrative Committee to ensure appropriateness and applicability to the overall guidelines.

The 9-1-1 Management Authority staff, Grants Review and Administrative committees recommend that the Authority approve the attached proposed changes to the 2021 9-1-1 State Grant Guidelines and that the changes become effective immediately.

Oklahoma 9-1-1 Management Authority  
2023 Proposed Grant Guideline Changes  
*(Proposed changes below in bold)*

**#1: Change – Add Additional Language in bold – GIS GRANT REQUIREMENTS**

GIS GRANT REQUIREMENTS

All GIS applicants are required to use one of the vendors listed on State contract SW1177 (<https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=3813>) that have been vetted by the Authority as a result of competitive bidding. All GIS applications should include a minimum of two quotes from the vendors listed on State contract.

Throughout the duration of the grant, the vendor shall provide monthly written reports to the local PSAP regarding the progress of the mapping project. The progress report will indicate the percent complete of mutually pre-determined milestones and tasks. The following milestones shall be included: assessment, centerline, map point, polygons, validation using the State tool, and upload or delivery of completed work to the state. The vendor's recommended milestones and associated tasks should be included in the vendor's quote. The agency reserves the right to include additional milestones and/or tasks prior to the finalization of a contract. The agency must include this milestone progress information in the required quarterly reports. Final payment is contingent upon all milestones being completed.

**PSAPs that want to partner with an eligible governing body as defined within these guidelines may also be approved for a grant for GIS remediation services, hardware, software and maintenance.**

**#2: Change – Proposed Period of Performance Extension – PERIOD OF PERFORMANCE**

PERIOD OF PERFORMANCE

The period of performance for the 2021 Grant Program is July 1, 2021 – June 30, 2023 **2024**. Projects must be completed and closed out no later than June 30, 2023 **2024**.

**#3: Change – Revised Language – APPLICATION SUBMISSION**

*Proposed Revised Language:* All GIS applications must include a **signed** commitment from the ~~vendor~~ **GIS remediation provider** to comply with all technical requirements of state contract SW1177 as stated in its RFP.

**#4: Change – New Language – CONSOLIDATION GRANT REQUIREMENT**

*Proposed new Language:* **Consolidation grant applicants must provide the information listed in the Phase II Master Plan for Deployment checklist.**

# Oklahoma 911 Management Authority

## Grant Approval Form



### Organization Information

**Applicant Organization Name:** Ponca City, City Of

**Address:** PO BOX 1450, PONCA CITY, OK, 74602-1450

**Phone:** 580-763-8073

**Email:** filtzjr@poncacityok.gov

<b>County:</b> Kay	<b>Type:</b> City or Township Government	<b>DUNS#:</b> 074274606	<b>EIN#:</b> 73-6005379
<b>Primary Contact Name/Title:</b> Jason Filtz (Lieutenant)		<b>Authorized Contact Name/Title:</b> Don Bohon (Chief)	

### Project Information

**Project Title:** Ponca City 911 GIS project

**Project Type:** GIS projects that meet the OK NG911 GIS and Address **Project Category:** Creation, maintenance or improvement of GIS map, including hardware and software to use the map in call taking.

#### Brief Project Description:

The purpose of the project is to create and update GIS data located within the area of service for the Ponca City 9-1-1 PSAP area and to ensure the data entered is compliant with the State of Oklahoma.

<b>Request Amount:</b> \$54,710.00	<b>Award Amount:</b> \$54,710.00	<b>Project Start Date:</b> November 01, 2022	<b>Project End Date:</b> November 01, 2023
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### Approvals - Required Signatures ☐ Approved ☐ Not Approved

911 Management Authority Chair	Date
911 State Coordinator	Date

### State Office Use Only

<b>Funding Sources</b>
a. Federal \$0.00
b. State \$54,710.00
c. Local \$0.00
d. Other
e. TOTAL \$54,710.00

**TITLE 145. OKLAHOMA DEPARTMENT OF EMERGENCY MANAGEMENT  
CHAPTER 15. OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY**

**RULEMAKING ACTION:**

Notice of proposed PERMANENT rulemaking

**PROPOSED RULE:**

Subchapter 7. Disbursement of 9-1-1 Telephone Fees

145:15-7-3. Eligible Use List of Approved Expenditures for Landline and Wireless 9-1-1 Fee Revenue [NEW]

**SUMMARY:**

Public agencies may only use funds collected pursuant to the Oklahoma 9-1-1 Management Authority Act for “services, equipment and operations related to 9-1-1 emergency telephone services.” 63 O.S., § 2868(A). The 9-1-1 Management Authority is the entity that is authorized to “[e]stablish an eligible use list for 9-1-1 funds.” 63 O.S., § 2864(18). The new proposed rule establishes an eligible use list, and in so doing, helps to ensure that public funds are spent appropriately and only for the reasons enumerated in Oklahoma law.

**AUTHORITY:**

63 O.S., §§ 2864(18) and 2868

**COMMENT PERIOD:**

Written and oral comments will be accepted until 4:30 p.m. on January 31, 2023, at: Lance Terry, Statewide 9-1-1 Coordinator, Oklahoma 9-1-1 Management Authority, 2401 N. Lincoln Blvd., Oklahoma City, OK 73105, or [Lance.Terry@oem.ok.gov](mailto:Lance.Terry@oem.ok.gov).

**PUBLIC HEARING:**

A public hearing will be held on Wednesday, February 1, 2023, at the Oklahoma State Capitol, 2300 N. Lincoln Blvd., Rm. 4S.9, Oklahoma City, at 11:00 a.m. Anyone wishing to speak must sign in no later than 11:05 a.m.

**REQUESTS FOR COMMENTS FROM BUSINESS ENTITIES:** n/a

**COPIES OF PROPOSED RULES:**

Copies of the proposed rule may be obtained from the Oklahoma 9-1-1 Management Authority, 2401 N. Lincoln Blvd., Oklahoma City, OK 73105. The proposed rule will also be available on the Authority’s website at <https://www.ok.gov/911/>.

**RULE IMPACT STATEMENT:**

Pursuant to 75 O.S., § 303(D), a rule impact statement will be prepared and may be obtained from the Oklahoma 9-1-1 Management Authority at the above address. The rule impact statement will also be uploaded to the above website beginning December 15, 2022.

**CONTACT PERSON:**

Lance Terry, Statewide 9-1-1 Coordinator, Oklahoma 9-1-1 Management Authority, 405-521-3193, [Lance.Terry@oem.ok.gov](mailto:Lance.Terry@oem.ok.gov). For legal questions, contact Maria Maule, Assistant Attorney General, (405) 522-0055, [Maria.Maule@oag.ok.gov](mailto:Maria.Maule@oag.ok.gov).

**TITLE 145. OKLAHOMA DEPARTMENT OF EMERGENCY MANAGEMENT  
CHAPTER 15. OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY**

**145:15-7-3. Eligible Use List of Approved Expenditures for Landline and Wireless 9-1-1 Fee Revenue**

Public agencies or public safety answering points ("PSAPs") who receive wireline and wireless 9-1-1 fee revenue from local telephone exchanges and the Oklahoma Tax Commission may only spend such funding on the eligible uses listed below:

**(1) Enhanced 9-1-1 services.**

- (A) Enhanced 9-1-1 Phase II wireless technology, NG9-1-1, or successor 9-1-1 technology (defined as: technology and maintenance needed to transmit voice, data, and text from the 9-1-1 caller to the 9-1-1 center call-taker);
- (B) Mapping display for call answering positions that are ANI/ALI equipped;
- (C) 9-1-1 GIS services;
- (D) TTY required for compliance with the Americans with Disabilities Act ("ADA");
- (E) 9-1-1 information technology services;
- (F) 9-1-1 Management Information System ("MIS") for reporting purposes;
- (G) Cyber security of the 9-1-1 system; or
- (H) Clock synchronizer and maintenance for 9-1-1 purpose.

**(2) Administration.**

- (A) Human resources services;
- (B) Legal costs;
- (C) Financial services, including 9-1-1 financial audits;
- (D) 9-1-1 public education coordination;
- (E) Voice and radio/data recorder and maintenance;
- (F) 9-1-1 Coordinator duties;
- (G) 9-1-1 Coordinator or 9-1-1 office computers, software, and furniture; or
- (H) Expenses needed to gather location information.

**(3) Operations.**

- (A) PSAP and 9-1-1 administrative telephone lines/connections;
- (B) E9-1-1/NG9-1-1 reserve accounts;
- (C) 9-1-1 call receiver salaries and benefits;
- (D) Computer Aided Dispatch ("CAD") by the Public Safety Telecommunicator to manage the 9-1-1 call (excluding legal, fire, EMS, jail, and other ancillary software solutions);
- (E) Hardware/software licensing specifically for display of the field units in the 9-1-1 center, which does not include field responder licensing and hardware;
- (F) Interfaces from CAD or 9-1-1 to external services, such as radio, NCIC, records management systems ("RMS"), and mobile computer systems;
- (G) Radio consoles within the 9-1-1 center, including licensing, and the radio or connectivity needed to broadcast the 9-1-1 information to the field (excluding radio systems, repeaters, subscriber units, portable/mobile radios used in the field, or any other communication median beyond the dispatch center);
- (H) Call taker protocols; or
- (I) Office supplies needed for the delivery of 9-1-1 services.

**(4) Facility.**

- (A) PSAP and 9-1-1 facility lease/purchase costs;

- (B) E9-1-1 building repair and maintenance, including major systems replacement or repair;
  - (C) E9-1-1 property and liability insurance;
  - (D) Auxiliary generator and generator maintenance to provide 9-1-1 eligible equipment;
  - (E) Console furniture for 9-1-1 call receiving equipment and maintenance; or
  - (F) Uninterruptible power supply ("UPS") for PSAP enhanced 9-1-1 equipment and maintenance.
- (5) **Training.**
- (A) Coordinator professional development;
  - (B) 9-1-1 Public Safety Telecommunicator professional development and operational training;
  - (C) Cyber security training related to 9-1-1;
  - (D) Social media security training related to 9-1-1; or
  - (E) 9-1-1 professional subscriptions and memberships.



## POPULATION MODEL TIMELINE

**Jan. 9, 2023**

Population Model letters, maps, and emails sent to PSAPs

**Mar. 24, 2023**

Population letters confirming the PSAP 9-1-1 boundary due to the Authority.


**May 12, 2022**

Populations spreadsheet sent to OTC

## OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY 2023 REGIONAL MEETINGS

REGION	DATE	TIME	MEETING LOCATION
<a href="#">Northeast</a>	Thu, Jan 12, 2023	9:00 am - 4:00 pm	Broken Arrow Public Safety Complex 1101 N. 6th Street Broken Arrow, OK 74012
<a href="#">Southeast</a>	Thu, Jan 19, 2023	9:00 am - 4:00 pm	Coalgate City Hall 3 S. Main Street Coalgate, OK 74538
<a href="#">Southwest</a>	Thu. Feb. 9, 2023	9:00 am - 4:00 pm	Altus Municipal Complex 509 S. Main Altus, OK 73521
<a href="#">Northwest</a>	Thu, Feb 16, 2023	9:00 am - 4:00 pm	Woodward Conference Center 3401 Centennial Lane Woodward, OK 73801

# FREE STATEWIDE GIS TRAINING

CLASS II: TOOLKIT TRAINING			
 Students <b>MUST</b> have at least one year of working with GIS and have hands on WORKING knowledge of ArcMap			
DATE	WEEKDAY	TIME	LOCATION
1/24/2023	Tuesday	8:00 am - 5:00 pm CT	INCOG Spirit AeroSystems Conference Room Williams Tower I / Plaza Level 1 W. 3rd St. Tulsa 74103
1/25/2023	Wednesday	8:00 am - 5:00 pm CT	INCOG Spirit AeroSystems Conference Room Williams Tower I / Plaza Level 1 W. 3rd St. Tulsa 74103
1/26/2023	Thursday	8:00 am - 5:00 pm CT	DPS Classroom E 3600 N. Martin Luther King Ave, OKC 73111

## COURSE DESCRIPTIONS

Class II:

The State of Oklahoma NG9-1-1 Toolkit training class will train an intermediate/advanced GIS user in the specific applications used to create the proper data sets that will meet the Oklahoma NG9-1-1 GIS standard. This class will focus solely on the various tools within the State of Oklahoma NG9-1-1 Toolkit. It will include concepts, processes and best practices that will help the student be successful in meeting or exceeding the standard. The training will cover the steps from data creation to data validation for the Oklahoma GIS 9-1-1 Data Repository. This training will be conducted in-person on site. Each participant will have a very detailed, step-by-step simplistic training manual that is specific to this course & a copy of the latest Toolkit User Manual. This course will be taught using the most current version of the State of Oklahoma NG9-1-1 GIS Toolkit.



Register for Class II <https://arcg.is/OrWuLD1>

Questions?

Contact Shellie Willoughby

[shellie.Willoughby@Conservation.ok.gov](mailto:shellie.Willoughby@Conservation.ok.gov)

# 9-1-1 TRAINING

**FREE & ONLINE** from

## **Oklahoma 9-1-1 Management Authority**

Access to classes on demand, keep track of training completed, upload departmental training, and more!

Moetivations Inc. is providing the online training that meets NENA and APCO standards, empowers staff, support, advanced training, and more!

### **Classes Include, but are not limited to:**

- **T-CPR**
- **Handling Suicidal Callers**
- **Handling Child Callers**
- **How to Eat, Drink and Move During A Shift**
- **Jandling Mental Health Consumers**
- **De-escalation Techniques**
- **Multi-Generational Strategies**

**and more....**

classes starts this fall!



# RECOGNIZE A JOB WELL DONE!

Nominate a 9-1-1 Telecommunicator or Technologist  
for the  
**PERSON of the QUARTER AWARD!**

- Did your Telecommunicator handle a hard call with focus and followthrough?
- Did something breakdown and your IT genius stayed past his end time to get the job done?
- Do you have a Dispatcher that makes sure everyone feel involved, supported, and part of the team?
- Does your 9-1-1 Technologist train those around him to better the center?

**Give some well deserved recognition and submit a nomination  
for the Person of the Quarter Award!**

Awardees are chosen by the Oklahoma Chapters of APCO and NENA, formally reconiged in the Authority Board meeting, and presented with a certificate and award!

For Questions contact Stacey Root at 405-521-3193 or [stacey.root@oem.ok.gov](mailto:stacey.root@oem.ok.gov)

